

Change Sub-Committee Meeting 59

16 January 2024

Competition Act Compliance

It is everyone's responsibility to say something

The Chair will move the conversation on



■ CSC TERMS OF REFERENCE

The CSC is the delegated Sub-Committee of Panel for dealing with Modifications. The CSC has power to determine:

- If the **stage gates** have been completed
- If the **scale** (both sides and therefore business case) is understood
- **Modification is confirmed as the most appropriate solution**
- Affected **SEC areas** identified
- Where applicable, potential high-level **solution** options for resolving the issue have been identified (including, where possible, an assessment of whether costs and complexity would be high, medium or low to inform the benefits case of proceeding).

■ CSC TERMS OF REFERENCE

Determine whether the solution(s) proposed in a Modification Proposal is sufficiently developed and understood that it can be progressed to a final decision:

- A **solution** (or solutions) has been clearly defined
- The **impacts** of the solution(s) on all participants have been fully identified
- All implementation and on-going **costs** have been drawn out and scrutinised
- The **implementation approach** has been clearly laid out, including the technical specification versions arising from the change
- The changes to the **SEC documentation** have been fully drafted
- The **business case** for change has been fully defined
- An assessment against the Applicable **SEC Objectives** and the **consumer benefits** analysis have been completed
- All questions raised along the way have been **answered**

■ Agenda

1. Approval of previous meeting minutes
2. Actions Outstanding
3. SEC Modification Progression
4. SEC Modification Timetables
5. SEC Releases Update
6. DCC Assessments
7. Modifications Improvement Project
8. Any other business

Agenda Item 1

Approval of previous meeting
minutes

Rachel Black (SECAS)

■ Recommendations

- No comments were received from the previous meeting minutes
- **APPROVE** these minutes as final

Agenda Item 2

Actions Outstanding

■ Actions Outstanding

Ref	Action	Owner	Update	Status
56/03	SECAS to confirm how the CSS to DCC gateway is governed	SECAS	This is still being investigated by SECAS.	Open
58/01	SECAS to correct the MP256 legal text before issuing for MRC.	SECAS	This was complete after the meeting.	Propose to close
58/02	SECAS to confirm with the SMKI PMA Chair as to whether the principle of cascading validity periods is still deemed appropriate.	SECAS	The DCC confirmed that discussions held within SMKI PMA on the changes confirmed they will only be applied in this specific use case. The operational risk outweighs the security risk in this instance. The policy intent of Certificate validity periods for business as usual remains unchanged.	Propose to close

Agenda Item 3

SEC Modification Progression

■ MP223 'WAN Coverage Reporting'

Ben Giblin

Raised by Emslie Law of OVO

Progress to Report Phase

MEDIUM

■ MP223: Overview

- DCC provides WAN coverage data on the Self-Service Interface (SSI).
- There is no obligation in the SEC for DCC to provide WAN coverage reporting.

Issue



- Without guaranteed reporting, Parties may not have visibility of WAN coverage, leading to failed installation appointments.

Impact



- Two new reports and a new template for reporting WAN incidents.
- Report 1 – high level coverage and WAN changes.
- Report 2 – WAN incidents and the CSP region they are located in.

Proposed Solution



Refinement Consultation Key Points

Respondent comment

Will previously raised WAN incidents be included in the new reporting?

SECAS response

Previously raised incidents will not be included in the new reporting. This is because incidents are recorded in a data lake which cannot be collated and put into the new report.

In what ways will the new template for reporting WAN incidents differ from the current template?

The new template will allow for further detail to be provided and will include work instructions from DCC as to how to complete the form.



■ Forum views

Working Group

Supports the modification

Would like the modification implemented as quickly as possible

TABASC

Supports the modification

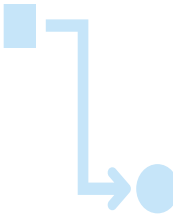
Debated whether reporting should be split into SMETS1 and SMETS2

OPSG

Supports the modification

Would like the modification implemented as quickly as possible

■ MP223: Assessment of Change



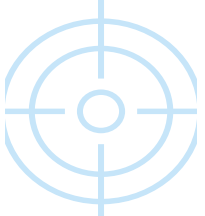
Impacted Parties

- Suppliers
- DCC
- Meter Installers
- Device Manufacturers



Costs

- £40,000 for new reports and template.
- £5,000 for postcode validation checks.
- No DCC testing costs



Target Release

- Ad hoc SEC Release (September 2024)



Benefits

- Better visibility of WAN coverage to assist in appointment planning.

SEC Objective (a)

(a) facilitate the efficient provision, installation, and operation, as well as interoperability, of Smart Metering Systems at Energy Consumers' premises within Great Britain

■ MP223: Recommendations

- **DETERMINE** whether MP223 should be progressed to the Report Phase
- **APPROVE** the Modification Report
- **APPROVE** the implementation approach
- **AGREE** that MP223 should be progressed as a Self-Governance Modification

■ DP255 'WAN issues during Smart Meter installations'

Ben Giblin

Raised by Emslie Law of Ovo

Progress to Refinement Process

MEDIUM

DP255: Overview

- When installing a Smart Metering System, it is assumed that once the Comms Hub births, all other Devices can also connect to the SMWAN.
- SEC does not consider instances where only the Comms Hub can connect to the WAN.

Issue



- Failed or partially complete installations.
- Inability for DCC, CSPs and Users to view Devices.

Impact



- Amend the definition of a successful installation to include all Devices communicating, rather than just the Comms Hub connecting to the SMWAN.

Potential Solution



■ DP255: Assessment of the Issue

- Has the issue or business problem been clearly defined?
 - **Yes, several SEC Parties have provided examples of where the Communications Hub 'births' but no further Install and Commissioning activities can take place due.**
- Has the nature and scale of the impact that will arise if the issue is not resolved been clearly described?
 - **Figures from DCC show this issue occurs during between 1% - 3% of all installs, dependent on the CSP Region. This means Consumers being left without working Smart Meters and no visibility of Devices to DCC and DCC Users.**
- Is a change to the SEC required to resolve this issue?
 - **Yes - SEC Section A 'Definitions and Interpretations' and SEC Appendix AC 'Inventory Enrolment and Decommissioning Procedures'**
- Is there an indicative view of a proposed solution and the likely scale of the impacts and costs arising from this?
 - **To ensure a successful installation includes all Devices in the Smart Metering System being communicative, rather than merely the Communications Hub.**

■ DP255: Areas for Assessment

- Identify scenarios where Devices are failing to complete commissioning process and map out what should happen at each stage.
- Install and Leave: Suppliers need to leave a Communications Hub on site in order to report the problem as a WAN incident. The Proposer would like clarity on an Install and Leave as they have had issues with CSPs and DCC Service Desk.
- Issues with Devices: Need to identify differences when there is an issue with the Device, rather than with the SMWAN not allowing the installation to be completed.

DP255: Timetable

Date	Event/Activity	Notes
Feb 2024	Develop Business Requirements	<i>RWS, sub-committee input, Working Group</i>
Feb 2024 – Jun 2024	Solution Development	<i>Preliminary Assessment, Working Group</i>
Jun 2024 – Nov 2024	Solution Refinement	<i>Refinement Consultation, Impact Assessment</i>
Nov 2024	Enter Report Phase	<i>Modification Report Consultation</i>
Dec 2024	Change Board Vote	

■ DP255: Recommendations

- **DETERMINE** whether the issue and the impact it is having is clearly defined and understood
- **DETERMINE** whether DP255 should be converted to a Modification Proposal
- **DETERMINE** whether MP255 should be progressed to the Refinement Process
- **AGREE** the first package of work and the timetable for MP255

■ DP257 'DCC Management of Duplicate Messages'

Georgie Severin

Raised by David Rollason on behalf of the Data Communications Company (DCC)

Progress to Refinement Process

MEDIUM

DP257: Overview

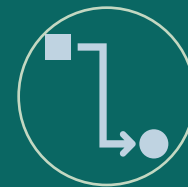
- Issue identified relates to DCC traffic – focusing on duplicate messages;
- Large number of SRs are duplicates, according to analysis by DCC.
- Increasing number of Devices will create more traffic; increase in Parties wanting to access more data likely to increase SRs.

Issue



- Volume of duplicate messages increases strain on DCC Total System.
- High traffic times could result in DCC not meeting TRTs or cause failure of messages being delivered.
- Alternatively, the DCC could spend on additional infrastructure to meet the TRTs at these peak times. This is not deemed cost-efficient.

Impact

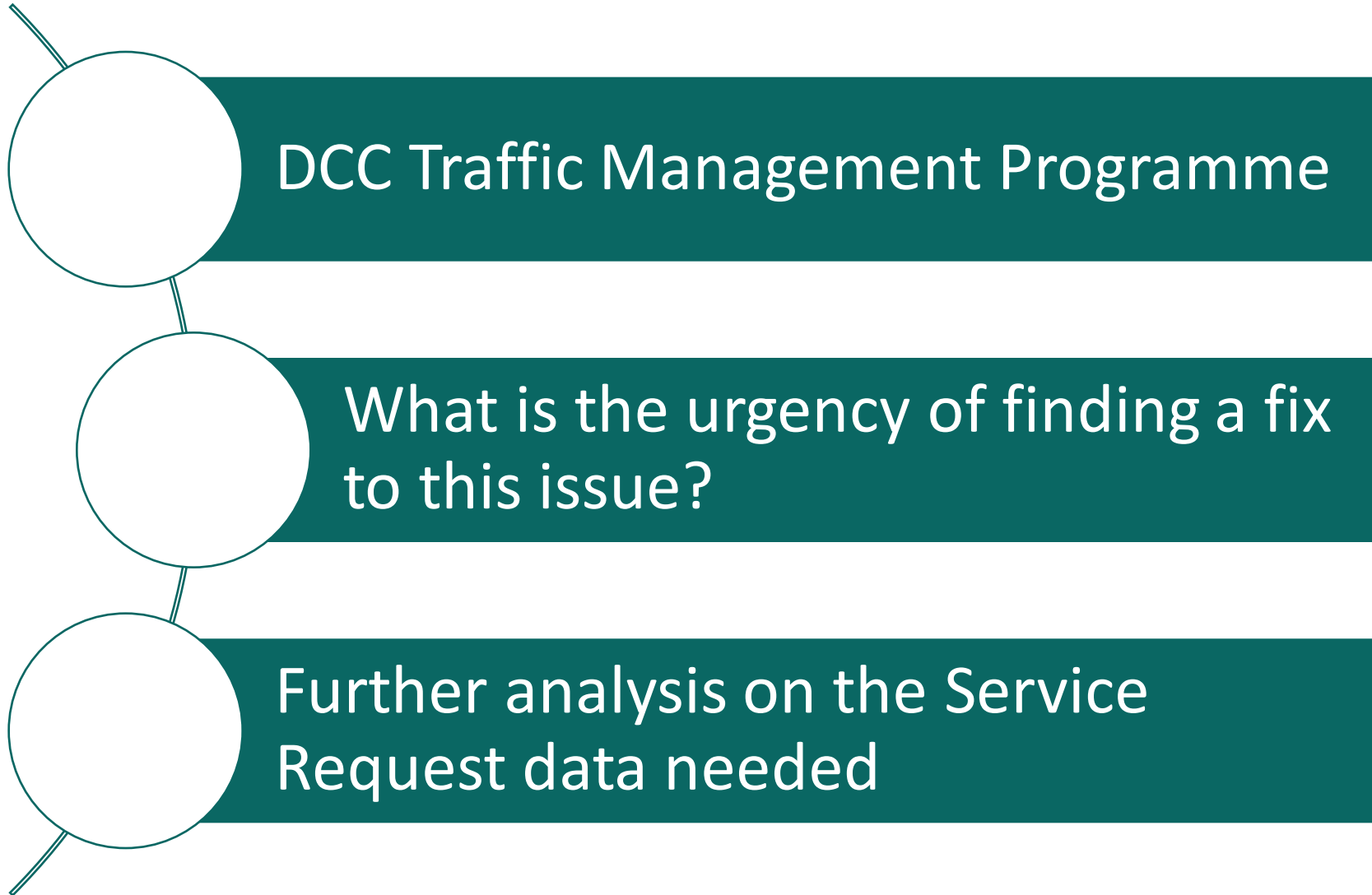


- Potential solution where DCC can store responses from SRs
- Follow up SRs can then retrieve from this store, rather than travel the full length of the DCC Total System to be retrieved.

Potential Solution



■ DP257: CSC considerations



DP257: Areas for Assessment

Data Storing and Security

- SSC will be asked for input on how the developed solution will remain compliant with data security, if discussing data storage as part of solution development.
- Further, if data storage is part of solution, timeframe for storage would need to be agreed.

What Service Requests and Devices would be impacted?

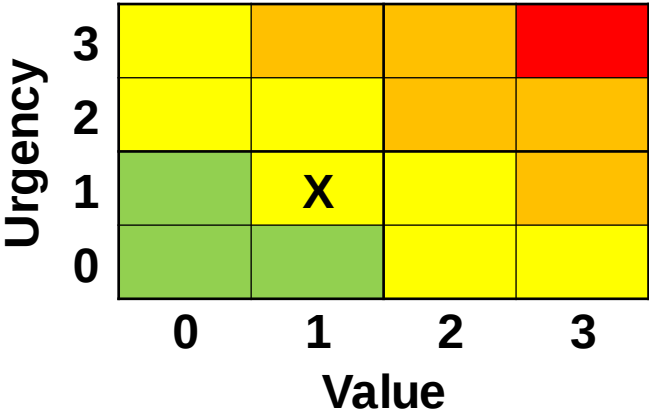
- Focus on SMETS2 Devices, however further expanding SRs for SMETS1 (currently MP256 addresses 3 SRs for ESMs) may also be discussed.
- Scope of which SRs to be addressed will need to be agreed.

DP257: Prioritisation

Legal & regulatory compliance	Operational performance	Cost benefit	Consumer impact	Security impacts	Weighted value	Urgency	Priority
1	1	0	1	0	1	1	Medium

Rationale

- Consumers would be impacted by failed/delayed messages if no solution is put in place
- There is a need to find a solution to duplicated messages to prevent issue escalating
- Solution to this would help DCC maintain its TRTs during peak times.
- Prioritisation under review



DP257: Timetable

Date	Event/Activity	Notes
Jan - Apr 2024	Develop Business Requirements	<i>Requirements Workshops, OPSG, SSC and TABASC meetings, Working Group</i>
Apr – Aug 2024	Solution Development	<i>Preliminary Assessment, Working Group, OPSG, SSC and TABASC meetings</i>
Aug 2024 – Apr 2025	Solution Refinement	<i>Refinement Consultation, Impact Assessment</i>
May 2025	Enter Report Phase	
Jun 2025	Change Board Vote	
Jun 2026	Estimated implementation	

■ DP257: Assessment of the issue

- Has the issue or business problem been clearly defined?
- Has the nature and scale of the impact that will arise if the issue is not resolved been clearly described?
- Is a change to the SEC required to resolve this issue?
- Is there an indicative view of a proposed solution and the likely scale of the impacts and costs arising from this?

■ DP257: Recommendations

- **DETERMINE** whether the issue and the impact it is having is clearly defined and understood
- **DETERMINE** whether DP257 should be converted to a Modification Proposal
- **DETERMINE** whether MP257 should be progressed to the Refinement Process
- **AGREE** the first package of work and the timetable for MP257

BREAK

PLEASE RETURN IN 10 MINUTES

■ DP262 'Extending the Installation End Date for CHTS v1.0 and GBCS v1.1'

Mohammedanwar Sumro

Raised by Paul Bedford from Drax

Remain in Development Stage

High

DP262: Overview

- Approximately 120,000 Communications Hubs on CHTS v1.0 and GBCS v1.1 have passed the Installation End Date

Issue



- With Installation End Date passed any remaining stock is non-compliant with the SEC and will need to be scrapped or returned
- Incurring financial and environmental costs.

Impact



- SEC Schedule 11 'Technical Specification Applicability Tables' to have an extension

Potential Solution



■ DP262: CHTS v1.0 and GBCS v1.1

November 2023



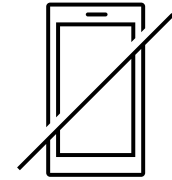
Can Be Upgraded

- 81K Devices are on a newer firmware version which can be upgraded
- Majority of stock (46K) is on a firmware version which is N-4



Can be upgraded (Multiple Hops)

- 44K Devices are on a firmware version which will require multiple hops
- Mix of firmware from N-6 to N-8 (with majority of stock on N-6)



Can Not Be Upgraded

- 1.2K Devices cannot be upgraded due to age / firmware version (N-9)
- DCC recommendation is that these devices should not be installed due to age

■ DP262: CHTS v1.0 and GBCS v1.1

November 2023

DCC Customer	Stock (November 2023)	Installed Between April to Oct 2023	Cost to return (not redeploy) (£29.32/SBCH)*	Monthly stock charge (£0.40)*
Non-SMDG	51,468	5,423	£1,509,042	£20,587
MOPs	15,640	2,626	£458,565	£6,256
Supplier 8	12,690	3,847	£372,071	£5,076
Supplier 4	12,211	3	£358,027	£4,884
Supplier 10	11,160	1,476	£327,211	£4,464
Supplier 9	11,086	3,234	£325,042	£4,434
Supplier 1	4,271	2,000	£125,226	£1,708
Supplier 5	3,478	25	£101,975	£1,391
Supplier 6	2,909	208	£85,292	£1,164
Supplier 2	1,727	276	£50,636	£691
Supplier 3	226	14	£6,626	£90
TOTAL	126,866	19,132	£3,719,713	£50,745

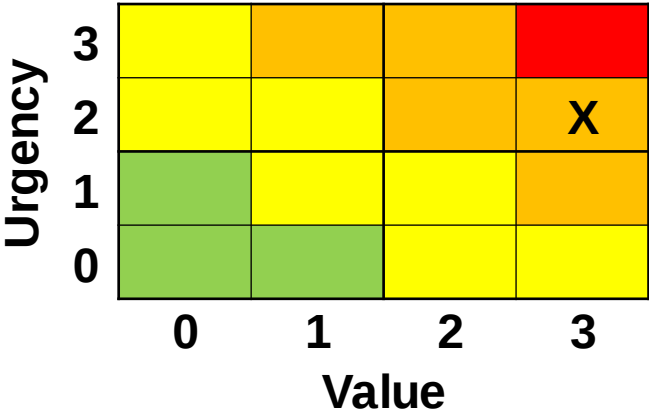
- Cost to return the Devices will be passed down to customer
- Holding the stock each month costs industry £50,000+

DP262: Prioritisation

Legal & regulatory compliance	Operational performance	Cost benefit	Consumer impact	Security impacts	Weighted value	Urgency	Priority
3	1	3	2	0	3	2	High

Rationale

- Legal/Operational – Allows Suppliers to complete installs which contribute to their install targets
- Cost/Consumer – 120,000 Devices which could be installed in consumers premises – The cost of these Devices go towards the consumer



■ DP262: Areas for Assessment

Length of End Date extension

- Extending the Installation End date allows Suppliers to install the Device with the installation counting towards their install targets
- Length of extension will need to be discussed with Sub-Committees

Install End Date only or Maintenance End Date as well?

- The Proposer has suggesting extending Installation End Date only
- The DCC stated it is normal business to upgrade Devices regardless of the TSAT expiry
- July 2023 – TABASC expressed that only the Installation End Date should be extended
- DCC have a Licence Condition to make firmware upgrades to bring Communications Hubs into compliance

Previous TABASC recommendation

- Jan 22 – Decided that a 3-month extension is suitable with no further extension

DP262: Timetable

Date	Event/Activity	Notes
9 Jan 2024	Draft Proposal Raised	
16 Jan 2024	Presented to CSC for initial comment	
17 Jan 2024	<i>Discuss modification with Sub-Committee Chairs</i>	
Feb 2024	<i>Discuss modification with TABASC and OPSG</i>	<i>Potentially SSC depending on comments from SSC Chair</i>
March 2024	<i>Draft Legal text</i>	
19 March 2024	<i>Presented to CSC to progress to Report phase</i>	
19 March 2024	<i>Modification Report approved by CSC</i>	
20 March 2024 – 12 April 2024	<i>Modification Report Consultation</i>	
25 April 2024	<i>Change Board Vote</i>	

■ DP262: Recommendations

- **AGREE** further development is required to define and understand the issue

Agenda Item 4

SEC Modification Timetables
Ben Giblin (SECAS)

■ SEC Modification Timetables

Ben Giblin

■ Monthly summary

- Five modifications (MP176, MP231, MP256, MP259, MP261) are scheduled for final vote at the next Change Board meeting.
- We are working on 25 active modifications.
- There are eight modifications currently on hold.
- There are five modifications on the waiting list.
- We are examining 10 anticipated modifications.

■ Prioritisation matrix

URGENCY

3		P218		P242
2		P246 P255 P256 P261	P231 P252	P224 P262
1	P235 P238 P244 P248 P260	P085B P165 P219 P239 P253 P257	P207 P223 P230 P247	P169
0	P197 P205 P234 P258 P259	P184 P206 P241 P254	P137 P176	P094 P187
	0	1	2	3
	VALUE			

One new Draft Proposal added

The priority of MP230 has changed from HIGH to MEDIUM. Urgency scoring decreased as missed targeted release of Feb '24.

The priority of MP248 has changed from MEDIUM to LOW. Urgency scoring decreased as missed targeted release of Feb '24.

■ High and very high priority mods

MP242 'Change to Operational Metrics to measure on success'

- SECAS expects to receive the Impact Assessment by 26 January 2024. The modification will then be discussed with Working Group and TABASC before returning to CSC. **VERY HIGH.**

MP169 'Managing SEC obligations and the Consumers Right to refuse a smart meter'

- SECAS has engaged with Energy Ombudsman and Citizens Advice to understand their view on the modification. This will be presented to the Working Group in February.

DP218 'Review of the SEC Charging Methodology'

- After comments at the December Ad hoc meeting, DCC will provide an update on Charging options in February.

■ High priority modifications

MP224 'SEC Performance Assurance Framework'

- SECAS is developing a draft of the Risk Evaluation Methodology.
- This modification will be discussed at the February Working Group to discuss the responses to the Refinement Consultation.

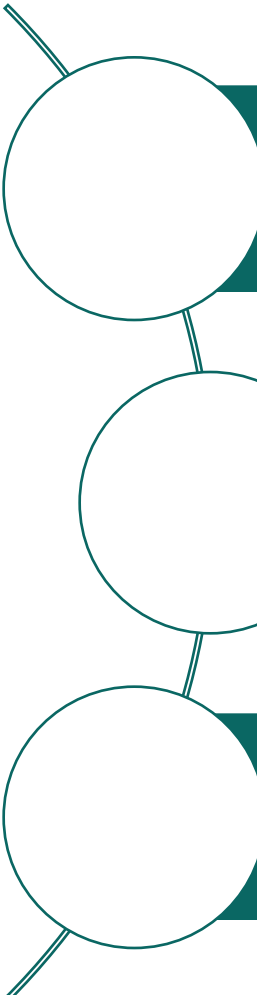
MP231 'Firmware Upgrade Pathways'

- SECAS has received three responses to the Modification Report Consultation.
- Will undergo vote at Change Board on 24 January 2024 and if approved will be implemented as an ad hoc SEC Release in April.

MP252 'Amending the process for Communications Hub returns'

- SECAS are developing the business requirements before presenting this modification to OPSG and Working Group in February.

■ Waiting list



At the December CSC meeting four low priority modifications were placed onto the waiting list

As five modifications are scheduled for the next Change Board meeting, SECAS has the capacity to work these modifications

SECAS is recommending that MP184, MP235, MP244, MP258 come off the waiting list

■ Changes to Report Phase dates

Mod Ref	Original Report Date	New Report Date	Comment
<u>MP230 'Review the SLA for delivery and completion for SMETS1 firmware'</u>	January 2023	April 2024	After the conclusion of the Refinement Consultation the Proposed Solution has changed substantially. This modification will be presented to the February meeting of the Working Group before a second Refinement Consultation is issued.
<u>MP241 'Interoperability Checker Update'</u>	February 2024	April 2024	Original Impact Assessment request date missed due to lack of support within the initial Refinement Consultation responses and subsequent follow up discussions.
<u>MP247 'Future dating of Service Requests for SMETS1 Devices'</u>	November 2024	December 2024	SECAS is developing the business requirements for this modification with the Proposer (DCC).
<u>MP248 'Requirements for DCC Gateway Connections'</u>	January 2023	April 2024	Security Sub-Committee has requested the Proposed Solution is discussed with them before further progression

■ Recommendations

- **AGREE** the highlighted modifications should be taken off the waiting list
- **APPROVE** the packages of work and the progression timetables outlined in this paper

Agenda Item 5

SEC Releases Update
Simon Grimwood (SECAS)

■ SEC Releases update

■ BRAG status key

Status	Justification
Red	The targeted release date allows for no extension to the modification timeline, or allows for delay only if subsequent steps are expedited.
Amber	The targeted release date allows for an extension to the modification timeline of up to two months.
Green	The targeted release date allows for an extension to the modification timeline of over two months.
Blue	The modification has been approved for implementation.
	This modification is DCC System impacting.
	This modification is not DCC Total System impacting, however these changes will require amendments to DCC reporting systems, SharePoint, business processes etc.

February 2024 SEC Release (1/2)

APPROVED	
Mod No.	Status
MP162 'SEC changes required to deliver MHHS'	
MP167B 'Review of SEC documents (DCC Internal Systems change governance)'	
MP243 'CHTS v1.1 and GBCS v2.1 Installation End Date and Maintenance End Date'	

TARGETED	
Mod No.	Status
MP176 'Customer Analytics Reporting'	
MP259 'Triage System Interface Definition'	
MP261 'Extending the Organisation Certificate Validity Period'	

Please note:

- [MP162 'SEC changes required to deliver MHHS'](#) includes legal text changes to SEC Appendix R 'Common Test Scenarios Document' which will be implemented in the February 2024 SEC Release ahead of User Integration Testing (UIT). The remaining legal text and the associated DCC System changes will be implemented in the June 2024 SEC Release. The DCC has indicated that it would be beneficial to implement the SEC Appendix R changes sooner than the February 2024 SEC Release, however this is yet to be formalised.

February 2024 SEC Release (2/2)

APPROVED	
Mod No.	Status
MP162 'SEC changes required to deliver MHHS'	
MP167B 'Review of SEC documents (DCC Internal Systems change governance)'	
MP243 'CHTS v1.1 and GBCS v2.1 Installation End Date and Maintenance End Date'	

TARGETED	
Mod No.	Status
MP176 'Customer Analytics Reporting'	
MP259 'Triage System Interface Definition'	
MP261 'Extending the Organisation Certificate Validity Period'	

Changes since last update:

- [MP230 'Review the SLA for delivery and completion for SMETS1 firmware'](#) and [MP248 'RDP Requirements for DCC Gateway Connections'](#) have been removed from the scope of the February 2024 SEC Release.
- [MP176 'Customer Analytics Reporting'](#) and [MP261 'Extending the Organisation Certificate Validity Period'](#) have been added to the scope of the February 2024 SEC Release.

June 2024 SEC Release

APPROVED	
Mod No.	Status
MP162 'SEC changes required to deliver MHHS'	
MP178 'Removing DSP validation against the SMI join status for SR8.8.x'	
MP211 'Aligning the SMI with the CPL'	

TARGETED	
Mod No.	Status
MP230 'Review the SLA for delivery and completion for SMETS1 firmware'	
MP248 'RDP Requirements for DCC Gateway Connections'	
MP253 'Traffic Management for Price Control Events'	
MP254 'Changes to GFI Arrangements'	
MP256 'SEC Alignment with DCC SMETS1 MHHS Capacity Requirements'	
DP260 'June 2024 SEC Release housekeeping'	

Changes since last update:

- [MP230 'Review the SLA for delivery and completion for SMETS1 firmware'](#) and [MP248 'RDP Requirements for DCC Gateway Connections'](#) have been added to the scope of the June 2024 SEC Release.

■ November 2024 SEC Release

TARGETED	
Mod No.	Status
SECMP0028 'Prioritising System Messages'	
MP137 'Sharing Information on Defects and Issues'	

Changes since last update:

- [MP176 'Customer Analytics Reporting'](#) and [MP223 'WAN Coverage Reporting'](#) have been removed from the scope of the November 2024 SEC Release.

February 2025 SEC Release

APPROVED	
Mod No.	Status

TARGETED	
Mod No.	Status

There are currently no modifications targeted for the February 2025 SEC Release.

June 2025 SEC Release

TARGETED	
Mod No.	Status
MP169 'Managing SEC Obligations and the Consumer's Right to refuse a Smart Meter'	
MP207 'Allowing Registered Supplier Agents to Maintain Meter Firmware'	
MP235 'Enhanced Meter Data Access for Other Users'	
MP241 'Interoperability Checker Update'	
MP246 'DCC User access to metadata via the DCC Self-Service Interface (SSI)'	

■ November 2025 SEC Release

TARGETED	
Mod No.	Status
MP239 'Enduring Solution for Resolving SMETS2 Device Certificate Misalignment Issue'	

■ Ad Hoc SEC Releases

ANTICIPATED AD-HOC RELEASES	
Mod No.	Estimated Implementation Date
MP231 'Firmware Upgrade Pathways'	April 2024
MP219 'Access Consumption Data on behalf of SEC Parties'	May 2024
MP224 'SEC Performance Assurance Framework'	July 2024
MP242 'Change to Operational Metrics to Measure on Success'	July 2024
MP223 'WAN Coverage Reporting'	September 2024

■ Recommendations

The CSC is requested to:

- **NOTE** the updates on the SEC Releases referenced in this document

Agenda Item 6

DCC Assessments

This will be a verbal update in the meeting

OPEN DCC ASSESSMENTS

Modification	Assessment	Time Elapsed	Status
MP223	IA	35 WD	Completed within SLA
MP242	IA	38 WD	Open (expected 26 Jan)

Agenda Item 7

Modification Improvements Project

■ Modification Improvements Project

1	We will undertake a review of the end-to-end change process and identify improvements.	Mar 24	Interviews have been completed. We are analysing the feedback and will be organising a workshop shortly.
2	We will review the governance of Change, including the purpose of the CSC and Change Board.	Mar 24	Any changes will be informed by the end-to-end review so will be presented in Mar 24.
3	We will ensure that the correct level of technical expertise is present in Working Groups including representatives from the TABASC and other Sub-Committees.	Sep 23	We are already applying this criterion to every modification.
4	We will improve the gathering and development of business requirements.	Oct 23	We are regularly working with the DCC BA team.
5	We will work with the DCC to improve the DCC assessment process and increase visibility and discussion of SLAs at relevant governance groups.	Feb 24	This work is underway and the DCC to delivered an update to the November Panel meeting .
6	We will report the cost savings delivered by challenging the DCC costs.	Feb 24	We are gathering the information.
7	We will introduce a Triage process to reduce the number of open modifications.	Sep 23	This process is in place, and we are passing all new proposals through the process.

■ Modification Improvements Project

8	We will increase 'Critical Friend' challenge to existing proposals.	Oct 23	This is already in place.
9	We will undertake more escalation where there is no progress.	Oct 23	Escalation will be to the CSC in the first instance. This is now in place.
10	We will revisit the proposed change to allow SEC Panel to withdraw modifications.	Nov 23	This has been reviewed and next steps are being considered.
11	We will explore the introduction of a 'bar' which Modification Proposals must hit in order to move through the process.	Mar 24	This will be considered as part of the end-to-end review described in Action 1.
12	We will share and reflect the prioritisation of modifications at all stages.	Sep 23	This is already in place.
13	We will hold a webinar on modifications that have a large impact on industry.	Oct 23	This has been completed.
14	We will raise a SEC Modification to reflect any changes necessary.	As necessary	This will be considered as part of Action 1.

Agenda Item

Any Other Business

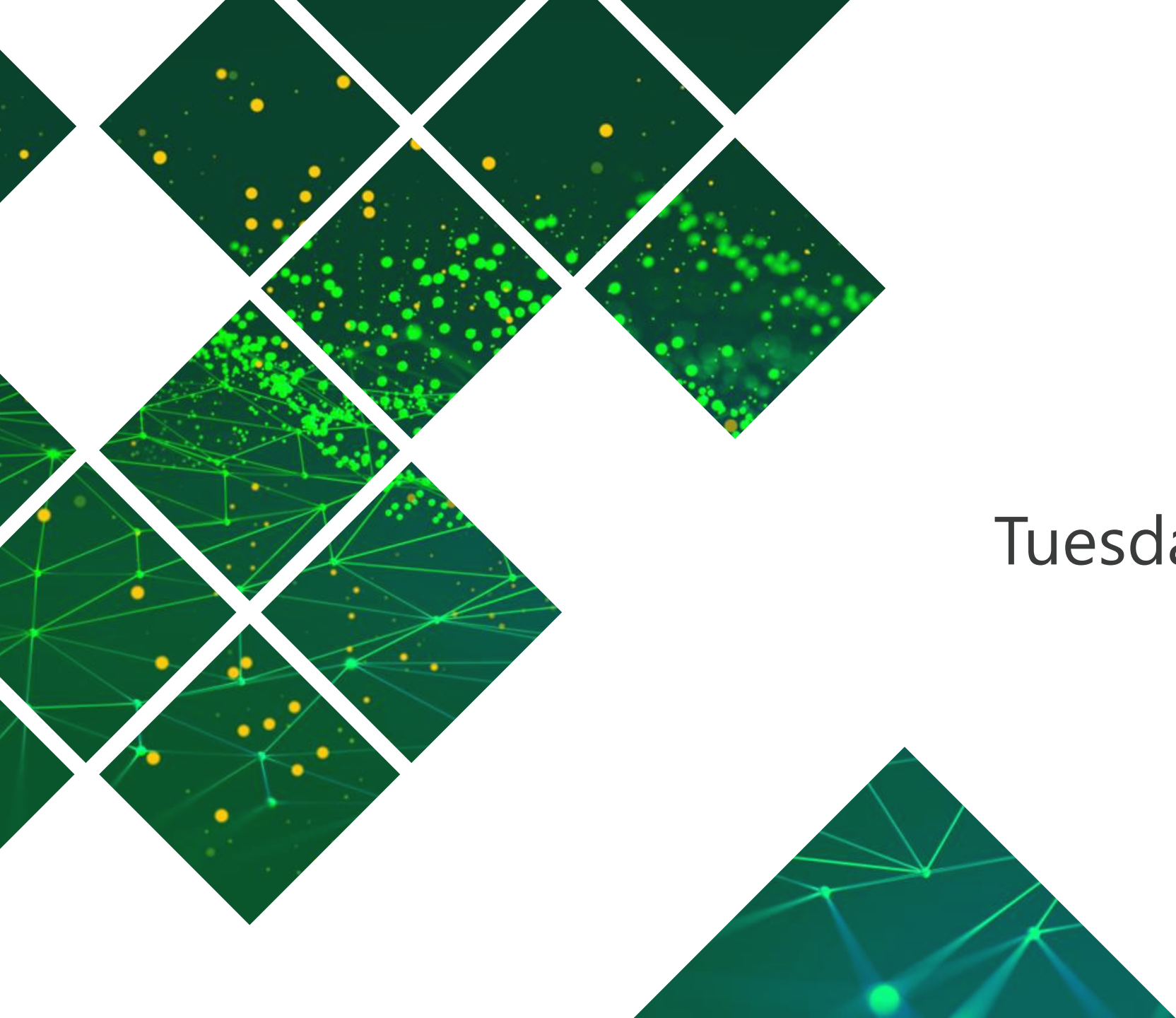
YOUR FEEDBACK MATTERS

GET IN TOUCH WITH YOUR THOUGHTS AND COMMENTS

SEC.Change@gemserv.com

Want know more about SEC Change and Modifications?
Why not listen to our Modcasts?!

Available for download on our [website](#) or listen on [LinkedIn](#)



Thank you for attending

Next meeting:
Tuesday 20 February 2024