

Lithuanian Probation Service

Manufacturers Technical Documentation

Šis dokumentas yra pateiktas anglų kalba. Jei reikalinga išversta versija, ji gali būti pateikta per penkias darbo dienas po prašymo pateikimo.

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1. INTRODUCTION

We were pleased to receive and review the details of Lithuanian Probation's Service request for proposals for the rental of electronic monitoring devices and software.

We understand that the purpose of this tender is to lease electronic monitoring equipment and software to enable the Lithuanian Probation Service to proficiently monitor the movements of persons subject to an electronic monitoring order, this includes the use of equipment for GPS and Home Curfew (RF) monitoring. Buddi takes pride in our innovative technology and believe that the Lithuanian Probation Service and relevant stakeholders will benefit from our flexible approach and progressive technology.

Buddi is a technology and service company founded in 2004, specialising in the provision of proprietary devices, as well as end-to-end Electronic Monitoring (EM) solutions and services. With a focus on proprietary advanced tracking technologies, Buddi has brought innovation and quality to the provision of EM technology.

We are proud to design, develop, and manufacture all of our products to the highest standards, in-house, across our UK based facilities. Buddi is a forward-thinking leader in innovation, we continuously develop to meet the specific needs of customers, advancing devices, and features ahead of market competition. Supported by a network of technology experts, we deliver robust, quality products and services to the EM industry, in turn, building long-term relationships with our customers.

Our specialists' experience of mobilisation, transition, and transformation within international EM service operations are second to none. We employ EM industry experts dedicated to implementation, who have trained over 1,000 operatives in use of the Buddi solution, all around the world.

We emphasise ease of use and reducing service provider costs, to pass efficiencies on to our customers. We focus on delivering quality products and services that accelerate our customers in their duties and empower them to make informed critical decisions. We are driven by delivering positive outcomes, linked to public protection and offender rehabilitation.

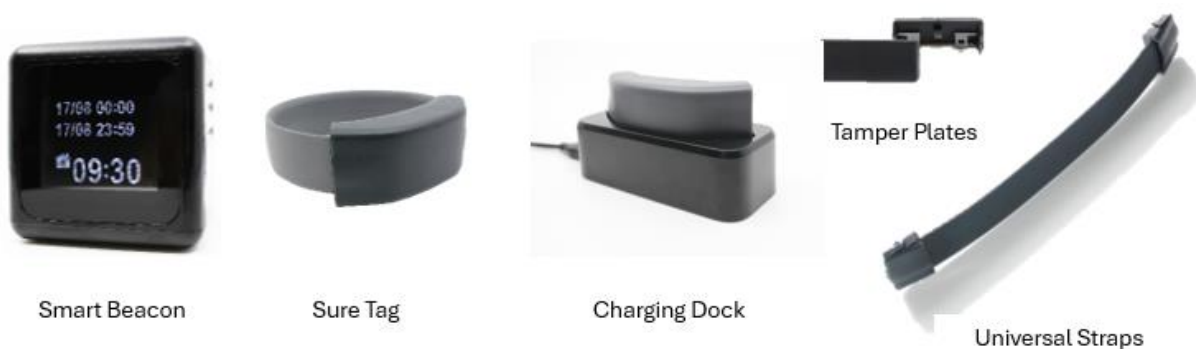
After reviewing our current stock levels, we can confirm that we can deliver the 1,200 device sets required for this contract. We understand that preliminary quantities of 400 GPS devices sets and 800 RF only device sets are expected during the initial implementation, and that the contract allows for a minimum quantity of 500 device sets in total. In addition to the monitoring equipment, 10 units of removal tools will be provided per 100 devices. Based on the the preliminary quantities provided, we will supply an initial 80 Sure Tag (RF only) removal tools and 40 Smart Tag (GPS) removal tools. This will be adjusted in line with usage. All equipment delivered at the beginning of the contract will be new in service.

As required in this tender, we can provide a fully functional integrated monitoring system to support the delivery of a single seamless process. We have provided a detailed description of our software and hardware solution and how it meets each of the requirements described in the tender document.

2. HARDWARE



CURFEW MONITORING (RF ONLY)



2.1 The Buddi SureTag

The SureTag is a high-precision RF device. It is compatible with the Buddi Smart Tag Strap, which is secure and comfortable. The straps are reusable and available in a wide range of sizes to fit all subjects, while still presented in a sleek and innovative design. The SureTag provides the longest operational battery life of the Buddi product suite, lasting over one year. The battery is rechargeable which enables it to be deployed in a fully charged state on every occasion and removes any need for battery replacements. At 83 x 40 x 22mm and 92g (inclusive of a 11" strap), it is lightweight, hypoallergenic, and waterproof, in consideration of subject comfort. The SureTag provides alerts via it's associated Smart Beacon (home unit).

The SureTag was designed to deliver customers with the most reliable RF device on the market. With enhanced RF technology, the device reduces false zone breaches and decreases negative subject intervention. The benefits of this are twofold; providing cost and time efficiencies, but more importantly, promoting subject compliance to encourage longer-term positive behaviour changes. Likewise, the strap connection is secure and stable, to eliminate false alerts, further avoiding unnecessary activities and contact with the subject. This enhanced accuracy and reliability provides users with confidence in the equipment, as well as data presented with in the system.

The SureTag is a high-quality product, in-line with Buddi's standards. It contains a high-performance, resilient, and rechargeable battery, that resists degradation over time, allowing the equipment a much longer lifespan. This simplifies the process for subjects, removing the need to charge their device and also reduces the workload for both monitoring and field staff. Improved battery quality also results in less returns and replacements needed over time.



Buddi's SureTag is extremely easy to install, saving time and resources. The simplicity enables fitters to install the device in under one minute, and with its proprietary removal tool, it is just as fast to remove.

Combined with Buddi's Smart Beacon, the device will communicate data and events via the Smart Beacon to Buddi's monitoring software, Eagle. If the SureTag is removed by the subject, it will be detected on the device and this event will be transmitted to the Smart Beacon. The Smart Beacon will forward this event to the system so that an alert can be generated on receipt. Such an event is treated as a priority, which means that the event will be transmitted when it is received by the Smart Beacon, rather than waiting for the next scheduled upload.

Buddi is experienced in providing equipment that broadcasts across different radio waves around the world, including within Lithuania. Prior to the commencement of any contract, we ensure that the relevant equipment is set up to use the authorised radio frequency within that locality. We can confirm that the required devices will report on the frequency used in the Republic of Lithuania.

2.1.2 Locking Plates

To enhance our anti-tamper measures for the SureTag, all devices are fitted with Locking Plates (two) that slot into the bottom of each tag. Designed for single-use, the plates are disposed after each removal. Once fitted, the plates protect the locking mechanism and can provide physical evidence of unauthorised removal, if required.



2.1.3 Charger

The SureTag is charged by the Field Officer using a proprietary charging dock. Using the dock is simple, all the user needs to do is place the SureTag (without strap) onto it, charging pin side down, it will now charge the SureTag in under five hours.



2.1.4 SureTag Data Sheet

PRODUCT TECHNICAL SPECIFICATION		
SURETAG V1		
FEATURES	Automated Alerts	Case tamper Curfew alerts Strap removal alerts
	Tamper Protection	Case tamper Strap tamper
	Battery	1 year
LOCATION	RF	10m accuracy, range 100m radius
COMMUNICATION	Short Range Radio	ISM band 868/915/921MHz
ENVIRONMENTAL	Dimensions	40 x 83 x 22 mm
	Weight	92g
	IP Rating	IP68
	Temperature rating (operational)	-20°C to +55°C
	Temperature rating (storage)	-40°C to +70°C (up to 72 hours)
	Humidity Range	25°C, 95 - 100% rh to 40°C 90 - 96% rh
CERTIFICATION	CE	
	UKCA	
	FCC	

2.1.5 Set-up SureTag

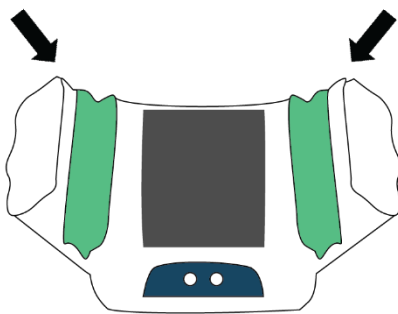
Make sure SureTag is ready for operation; charged and tested for communication response before instalment.

!Info

Space between the strap and the subject should allow enough movement for cleaning, charging and general comfort

!Info

Fitted device vibration alerts and notifications are set-up in the subject profile and are not active by default – Refer to the Eagle User Guides



A Assemble SureTag on the subject

!Info

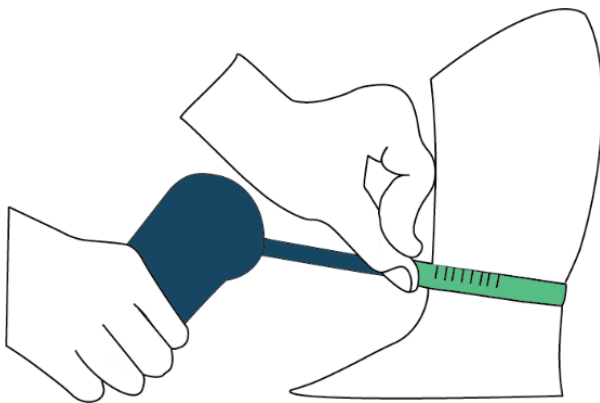
The device locking plates, subject strap and measuring tool are provided in the Field Officer kit

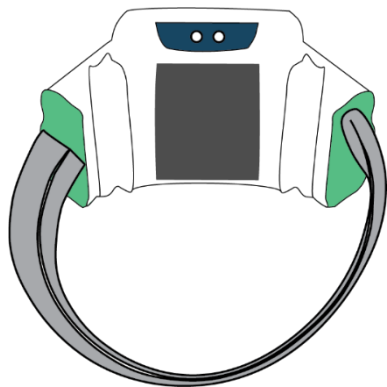
- Place the two locking plates into the SureTag rear section clips
- Use the measuring tool to find the ankle size of the subject – the measuring tool is marked to correspond with strap sizing for the device – the size is marked on the clasp at the end of the strap

!Info

Take more than one measurement of the subject with one at 90° to the subject heel to get a full representation of the subject ankle size

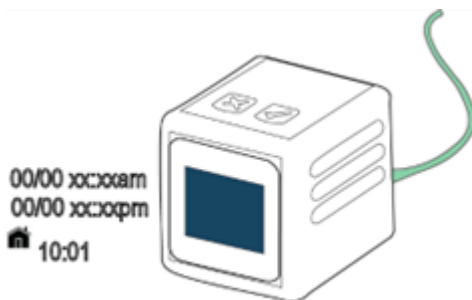
- Make a note of the device UBIN number and strap size in use for set-up in the subject profile – refer to the Eagle User Guides





- Fit the optical strap into the SureTag at one side
- Wrap the strap with fitted SureTag around the ankle of the subject – make sure the two charging pins are at the top – connect the free end of the strap into the SureTag to complete assembly

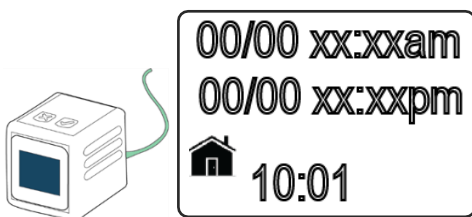
!Info Listen for 2 'click' sounds when fitting the strap to the device – pull the strap to make sure that it securely engages inside the SureTag



B Plug Smart Beacon into a mains socket or power source - the device will display the local time when started

- If the Smart Beacon is set to 12 hour time display the mode – P (pm) or A (am) – will be shown with the time

Active SureTag



C Device alert and subject curfew times will show on the Smart Beacon above the local time – the display will update when alerts are being reported – Smart Beacon symbols indicate active device status



- A **closed home** symbol will display when curfew times are active – this will issue a device alert – the subject is required to be within the area set for curfew or should stay home



- A **walking man** symbol will display when no curfew is in effect – the subject is free to go



- A **plug** symbol will show if the Smart Beacon is unplugged and using battery – the equipment should be plugged in



- A **telephone** symbol will show if a call is in progress or being initiated – incoming or outgoing

!Info Curfew times will update each 24 hour cycle

!Info

It can take up to 1 hour to display alert and curfew times on the Smart Beacon on connection or update from the Eagle system

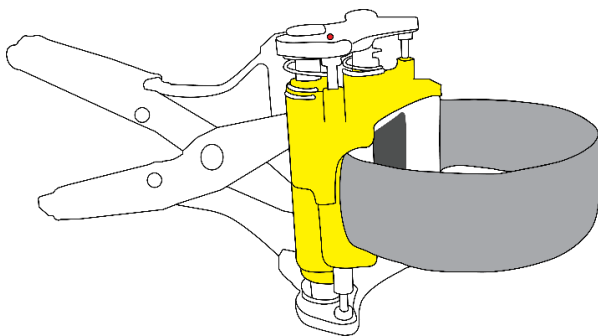


!Info Refer to the Eagle User Guides for remote alert and subject profile actions

Release SureTag

Release SureTag from subject

!Info *The device will issue a strap alert if it is still assigned to the subject profile in the monitoring system when released*



- Open the Release tool by pulling the handles out and position the open jaws centrally over the SureTag
- Close the tool firmly by squeezing both handles
- Pull one of the strap ends –out of the SureTag device on the side of the tool with the red dot and arrow – to release it from the subject

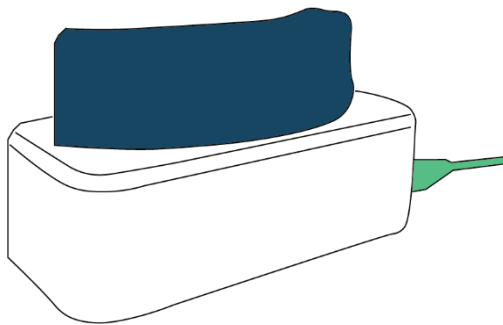
- **!Info** Re-fit the tool on the SureTag in the opposite direction to remove the strap completely from the SureTag

!Info

Discard all used locking plates when the device is released from the subject

Clean the device when released and store in stand-by or recharge for the next deployment

2.1.6 Charge SureTag



- E** Charge SureTag with the SureTag dock
 - Insert the USB Charger Cable into the SureTag dock and connect the other end into the USB power Adapter
 - Fit the SureTag into the SureTag dock
 - Monitor the charging and completion on an external RF application - refer to the Buddi SureTag Monitoring guide

- !Info** *3 hours is the maximum time required to fully charge the SureTag (0% to 100%)*

2.2 Buddi Smart Beacon



The Buddi Smart Beacon is a robust and unobtrusive Home Monitoring Unit with an LED display and battery backup. The Smart Beacon is designed to provide all possible functionality required of a Beacon installed in a subject's home. It enables Smart Tags to be used in RF-only curfew mode as well as fully active GPS tracking mode. All settings on the Smart Beacon are applied remotely.

The Smart Beacon detects the presence of Buddi worn and non-fitted tracking devices. It will report their entry and exit from its proximity using its inbuilt RF communication. It will regularly send reports that show the arrival and departure of Buddi Tags. It contains a large internal antenna with a range of over 100m in free space.

The primary means of communication is the same as the Smart Tag; a 2G/3G/4G SIM that can roam across networks on all available frequencies. All communications are encrypted to AES 128. If desired, the Smart Beacon can report its data through a hardwired connection by using local Wi-Fi access, assuming the password is entered into the SE. It has a call and SMS functionality for two-way communication with the subject.

The Smart Beacon holds home curfew schedules, processes the movements of Buddi Tags against these schedules and reports any violations. The Smart Beacon detects and reports the strap and battery status as well as for change of power type and damage to the devices.

The Smart Beacon has its own internal GPS tracking capability and locations are reported to the system. It can detect movement of the device and tamper with the casing. It also has an in-built backup battery and other functionality, such as SMS communications. To facilitate range settings signal strengths can be displayed on the screen in real time.

The Smart Beacon has two “ranging” functionalities that customers can choose to set RF perimeters; percentage and metres.

The first option will work through RF radius percentage. This works by the User walking around the Subjects residence with a ranging beacon. The ranging percentage is presented on the beacon and the lowest percentage can be manually applied to the Clients profile.

The second option allows the customer to choose from sizes small, medium, large, or very large and is measured via metres.

The Smart Beacon has been used by customers around the world, taking into consideration different structures of living buildings. The ranging feature allows the User to understand the full RF ranging capability.

The Smart Beacon is installed by simply plugging it in at the desired location, supporting subject self-install and therefore providing potential for reducing operational deployment costs. Its GPS location will provide assurance that it is installed at the right location and will confirm if the device is moved at any point after installation. The Smart Beacon requires no maintenance and contains a backup battery that will last more than 24 hours. The Smart Beacon will display for the subject the accurate time, and their curfew hours on the beacon screen to help assist them with compliance with their order.

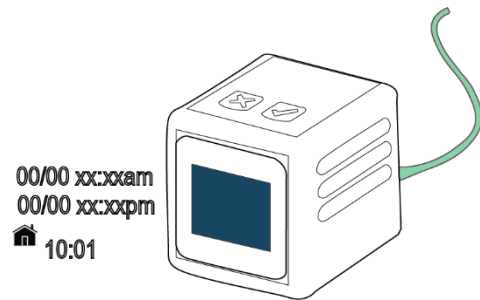
2.2.1 Smart Beacon Data Sheet

PRODUCT TECHNICAL SPECIFICATION		
SMART BEACON V2.2		
FEATURES	Internal Storage	Able to store information off-line for 30 days
	Automated Alerts	Zone alerts Case tamper
	Tamper Protection	Movement detection Case tamper
	Reporting Profile	GPS Interval adjustable Upload Interval adjustable Indoor location adjustable (inc. background)
	User Alerting	Audio alerts Vibration alerts Visual LED LCD display
	Battery (power saving)	4 days
LOCATION	GNSS	Multi-constellation including GPS, accuracy within 10m, 90% of the time
	Wi-Fi	50m to 500m, (dependent on access point locations)
	RF	Range 100m radius
	GSM	Typically, 500m to 1km (dependent on network coverage)
COMMUNICATION	GSM	2G, 3G, 4G CAT 1 (Bands 1, 2, 3, 4, 5, 6, 7, 8, 12, 13, 18, 19, 20, 26, 28, 38, 39, 40, 41) Data encrypted using AES-128 Dual-SIM support
	Short Range radio	ISM band 868/915/921MHz
	Wi-Fi	Upload data over 2.4GHz
ENVIRONMENTAL	Dimensions	100 (W) x 100 (L) x 100 (H) mm
	Weight	475g
	IP Rating	IP54
	Temperature (operational)	-20°C to +55°C
	Temperature (storage)	-40°C to +70°C (up to 72 hours)
	Relative Humidity	+25°C, 95 - 100% to +40°C, 90 - 96%
CERTIFICATION	CE	
	UKCA	
	FCC	
	IC	

2.2.1 Set-up Smart Beacon

Make sure Smart Beacon is ready for operation; charged and tested for communication response before instalment.

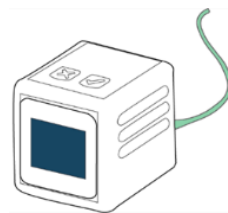
!Info Smart Beacon will be in passive mode or pre-assigned to a subject profile – refer to the Eagle User Guides.



A Plug Smart Beacon into a mains socket - the device will display the local time when started

- If the Smart Beacon is set to 12 hour time display the mode – P (pm) or A (am) – will be shown with the time

Active Smart Beacon



B Device alert and subject curfew times will show on the Smart Beacon above the local time – the display will update when alerts are being reported – Smart Beacon symbols indicate active device status



- A closed home symbol will display when curfew times are active – this will issue a device alert – the subject is required to be within the area set for curfew or should stay home



- A walking man symbol will display when no curfew is in effect – the subject is free to go



- A plug symbol will show if the Smart Beacon is unplugged and using battery – the equipment should be plugged in



- A telephone symbol will show if a call is in progress or being initiated – incoming or outgoing

!Info *Curfew times will update each 24 hour cycle*

!Info *It can take up to 1 hour to display alert and curfew times on the Smart Beacon on connection or update from the Eagle system*

!Info *Refer to the Eagle User Guides for remote alert and subject profile actions*

CURFEW MONITORING (WRIST WORN)



2.3 The Buddi Secure Band

The Buddi RF solution is a state-of-the-art, world's smallest and lightest precision-driven RF tag with long battery life and a robust strap packaged into a sleek and innovative design. At only 31 grams, it is a fraction of the weight of other devices on the market. Lightweight, accurate and waterproof, the Secure Band is a wristworn alternative to the Secure Tag that provides data to the Smart Beacon to



generate alerts such as curfew breach, strap removal and low battery level. The absence of the subject from the place of curfew is detected by the Smart Beacon and raised as an alert.

The Buddi Secure Band is a low-cost solution which is extremely easy to fit, saving time and resources. It works in combination with the Buddi Smart Beacon to communicate data and events to the Buddi monitoring software Eagle.

Key features of the Buddi Secure Band include:

- The Buddi Secure Band works all the time, straight out of the box
- Communications are encoded with AES 128 for electronic data transmission
- Ergonomic and robust physical properties
- Waterproof, hypoallergenic materials
- Easy to install
- Long battery life
- Stretch resistant, with reliable strap detection
- Soft outer skin for comfort



2.3.1 Clasps

The Secure Band's rugged clasps are for single use only to ensure a secure attachment. The clasp comes in 3 pieces, which are assembled for fitting for a secure attachment. This reinforces the dependency of the overall wristband fitting.

2.3.2 Charger

The Secure Band body contains a high-performance resilient battery that is resistant to degradation over time resulting in equipment having a much longer lifespan and decreased number of returns and replacements needed over time. Charging the Secure Band is a swift and straightforward process. As the battery life of the device withstands a period of 12 months, the wristband will only need charging once it's taken off a subject. The charging process is versatile and carries its own power supply unit and will be able to fully charge the wristband once. The battery will take a period of 2 hours to charge from flat to full.



2.3.3 Strap

The Secure Band Strap is hypoallergenic, reusable, and caters for multiple sizes. With plating running through the strap to ensure an electrical current is being conducted throughout for a secure connection and to eliminate false alerts, thereby retaining confidence in the equipment or system associating events to the subject.

2.3.4 Secure Band Data Sheet

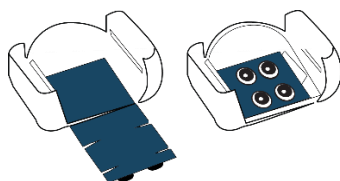
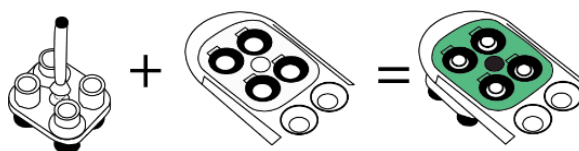
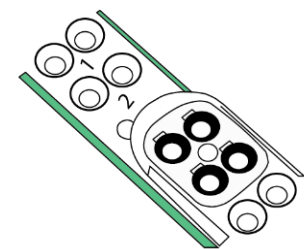
PRODUCT TECHNICAL SPECIFICATION		
SECURE BAND V1		
FEATURES	Automated Alerts	Case tamper Curfew alerts Strap and clasp removal alerts
	Tamper Protection	Case tamper Strap tamper
	Battery	1 year
LOCATION	RF	10m accuracy, range 100m radius
ENVIRONMENTAL	Dimensions	40(W) x 83(L) x 22(H) mm
	Weight	36g
	IP Rating	IP58
	Temperature (operational)	-20°C to +55°C
	Temperature (storage)	-40°C to +70°C (up to 72 hours)
	Relative Humidity	25°C, 95 - 100% rh to 40°C 90 - 96% rh
CERTIFICATION	CE	
	UKCA	
	FCC	

2.3.5 Set-up Secure Band

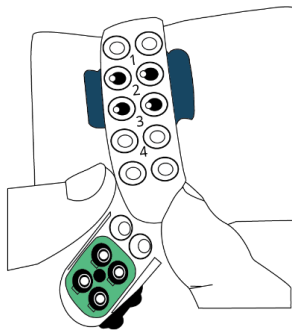
Make sure Secure Band is ready for operation; charged and tested for communication response before instalment.

A

Assemble Secure Band on the subject



- Check fit before final assembly – wrap the Secure Band around the wrist and use the number guide printed on the strap to indicate the final clasp position - make a note of the number for final assembly
- Insert the conductive rubber pad tab through the centre hole at one end of the strap – the top of the conductive rubber pad should be positioned on the side of the strap with the gold contact visible - cut the tab flush with the strap
- Fold the tab flat on the female clasp ready for final clasp positioning



- Fit the male clasp through the appropriate numbered strap holes

!Info

Space between the strap and the subject should allow enough movement for cleaning, charging and general comfort when fitted

!Info

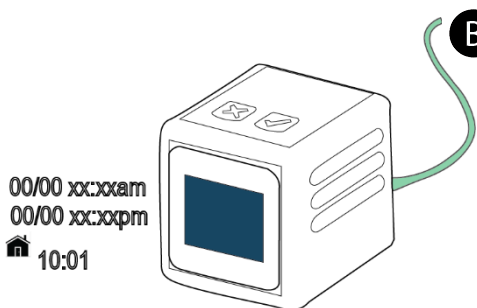
Space between the strap and subject is required to apply physical pressure to close the clasp parts for final assembly



- Position the female clasp part over the conductive rubber tab – overlay the female clasp over the male clasp – reposition the male clasp if required to find a suitable fit - press clasp parts tightly together between finger(s) and thumb to complete the Secure Band assembly

!Info

Listen for 2 clicks to make sure that both clasp parts are fitted correctly together – the clasp is sealed when there is no visible gap between the clasp parts

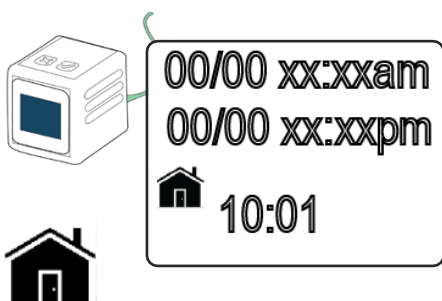


B

Plug Smart Beacon into a mains socket or power source - the device will display the local time when started

- If the Smart Beacon is set to 12 hour time display the mode - **P** (pm) or **A** (am) – will be shown with the time

Active Secure Band



C

Secure Band curfew times will display on the Smart Beacon above the local time – symbols indicate active device status – text messages can also be displayed

- A **closed home** symbol will display when curfew times are active – this will issue a device alert – the subject is required to be within the area set for curfew or should stay home



- A **walking man** symbol will display when no curfew is in effect – the subject is free to go
- A **plug** symbol will show if the Smart Beacon is unplugged and using battery – the equipment should be plugged in
- A **telephone** symbol will show if a call is in progress or being initiated – incoming or outgoing

!Info Curfew times will update each 24 hour cycle

!Info It can take up to 1 hour to display alert and curfew times on the Smart Beacon on connection or update from the Eagle system

D

!Info Refer to the Eagle User Guides for remote alert and subject profile actions

2.3.6 Remove Secure Band

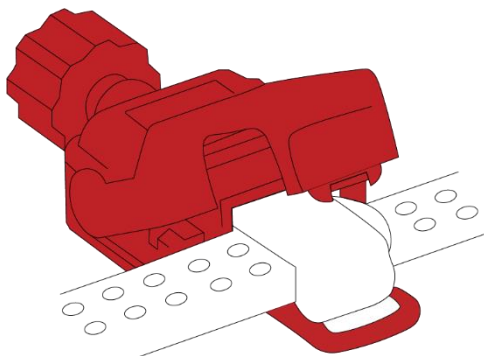
Remove Secure Band from the subject

The device will issue a strap alert if it is still assigned to the subject profile in the monitoring system when released

!Info

Make sure the Secure Band Charger is disconnected from the Secure Band before removing the device from the subject

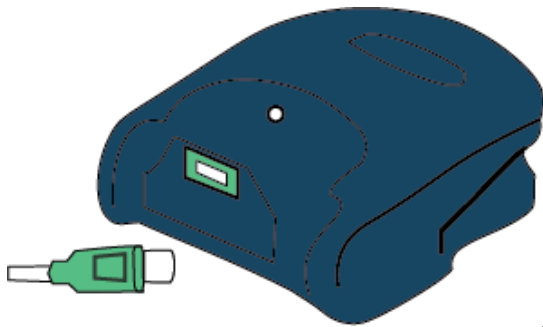
!Info



- Extend the upper clamp of the removal tool to an opened position – rotate the removal tool thumb wheel counterclockwise until it is fully wound into the removal tool
- Position the closed Secure Band clasp onto the removal tool – flat at the base and inner side – close the upper clamp of the removal tool
- Rotate the removal tool thumb wheel clockwise fully to pierce one side of the clasp

- Rotate the thumb wheel counterclockwise again until it is fully wound and then extend the upper clamp to open the removal tool
- Place the removal tool on the other side of the secure band clasp and repeat the above steps to pierce the clasp at both sides
- The clasp from the Secure Band can now be removed with some light physical pressure

2.3.7 Charge Secure Band



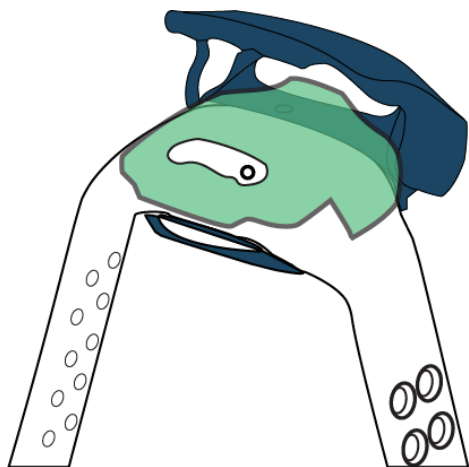
E Charge the Secure Band Charger – the charger LED will indicate when Secure Band is fully charged

- Connect the Micro USB Charger Cable between the Secure Band Charging port and the USB power adapter and plug into a mains socket
- LED orange – Secure Band Charger charging
- LED green – Secure Band Charger fully charged

F

2 hours is the maximum time required to fully charge the Secure Band Charger (0% to 100%)

!Info



Charge Secure Band

- Extend the cover of the Secure Band Charger and position the lower part under the fitted Secure Band
- Press down the charger cover to keep the charger in place when charging the Secure Band
- The Secure Band LED will indicate when it is fully charged

- LED green (flashing) – Secure Band is charging
- LED green (solid) – Secure Band is fully charged
- Remove the charger when the Secure Band is fully charged

!Info

It can take 30 seconds to activate charging and up to 2 hours to fully charge Secure Band (0% to 100%)

2.4 LOCATION MONITORING



2.4.1 The Buddi Smart Tag

The Buddi Smart Tag is the world's smallest and lightest location tracker, uniquely providing a long battery life. The tag also has a robust strap with fibre optic sensing, while the secure locking mechanism eliminates false strap tamper alerts. Lightweight, ergonomic, and waterproof, the Smart Tag is made with hypoallergenic materials.



Buddi now offer our 5th generation Smart Tag, the latest and most advanced tag yet. At 68g without the strap and 125g with our largest off the shelf strap, it is about 1/3 of the size and weight of other one-piece devices on the market. The Buddi Smart Tag is comfortable and discreet for subjects.

The tag provides locations 24/7 via Global Navigation Satellite Systems (GNSS) including GPS, GLONASS and Galileo, Wi-Fi, RF and GSM. It is compatible with 2G, 3G, and 4G networks, providing the widest coverage options of any tag available on the market. All data is encrypted to 128 AES. The Buddi Smart Tag configures over-the-air, allowing a variation of settings from curfew monitoring to intensive active location tracking, utilising the technology appropriate to the subject's conditions. It recognises and provides instant alerts in the events of removal, battery status and entering or leaving RF radius zones and/ or set geographic inclusion or exclusion zones.

For location tracking, the Buddi Smart Tag also includes Wi-Fi technology, providing tracking even in locations where GNSS is not available, such as shopping centres. The dual SIM capability provides an extra layer of redundancy during a network outage, and Wi-Fi uploading for areas with no network coverage.

The Buddi Smart Tag is simple to fit. The ease minimises training time and enables field staff to fit a tag securely, in under 1 minute. The only requirement prior to fitting the device is to ensure it is charged. It works all the time, first time out of the box. Our proprietary Release Tool makes it just as simple to remove a device in a matter of seconds, whilst avoiding physical contact and re-enforcing the principle of anti-tampering.

Other features include:

- Configurable location and upload reporting rates
- Full range of reusable strap sizes available
- Long battery life; In GPS mode up to 7 days depending upon configuration. For RF only, 12+ months,
- On device shielding and jamming detection
- Untethered, On-Body Charging

2.4.2 Locking Plates

To enhance our anti-tamper measures for the Smart Tag, all devices are fitted with Locking Plates (two) that slot into the bottom of each tag. Designed for single-use, the plates are disposed after each removal. Once fitted, the plates protect the locking mechanism and can provide physical evidence of unauthorised removal, if required.



2.4.3 On-Body Charger

The Buddi Smart Tag is charged by an On-Body Charger (OBC), which enables the subject to remain fully mobile, and does not require tethering to a wall to charge. The subject attaches the OBC into the docking station on a power socket, to charge the internal battery, and then, unplugs the OBC from the dock and attaches the OBC to the ankle worn Smart Tag. The OBC charges the Smart Tag safely, whilst it is being worn. A light indicator on the OBC alerts the client when the power transfer is complete. The subject removes the OBC from the Smart Tag and plugs it back into the dock to recharge the battery ready for the next 'top-up'.



Buddi recommends a 2-hour daily ‘top-up’ charging routine to maintain a full charge. All subjects who have used the OBC have found it simple and easy to use. The OBC is maintenance-free, and all materials that contact the skin are hypoallergenic. It is made with a tough polycarbonate casing, with no movable parts to prevent breakage. The OBC electronics are waterproofed to avoid damage from accidental immersion in water.

All subjects charge daily to ensure a routine is established. The Smart Tag is, therefore ‘topped up’ and a subject who misses a daily charge is still monitored, and their lack of charging can be addressed before the Smart Tag battery goes flat. The Buddi software has a unique battery compliance marker, which allows an operator to proactively act upon the battery charging compliance status, to help subjects improve their charging routine.



2.4.4 Smart Tag Data Sheet

PRODUCT TECHNICAL SPECIFICATION		
SMART TAG V5.1		
FEATURES	Internal Storage	Able to store information off-line for 30 days
	Automated Alerts	Zone alerts Case tamper Curfew alerts Proximity to other devices Strap removal alerts
	Tamper Protection	Movement detection Case tamper Strap tamper Shield detection
	Reporting Profile	GPS Interval adjustable Upload Interval adjustable Indoor location adjustable (inc. background)
	User Alerting	Audio alerts Vibration alerts
	Battery (standard operation)	48 hours to 168 hours
	Battery (power saving)	7 days
LOCATION	GNSS	Multi-constellation including GPS, accuracy 2.5m with > 6 SVs
	Wi-Fi	50m to 500m depending on access point locations
	RF	10m accuracy, range 100m radius
	GSM	Typically, 500m to 1km, dependent on network coverage
COMMUNICATION	GSM	2G, 3G, 4G CAT 1 (Bands 1, 2, 3, 4, 5, 6, 7, 8, 12, 13, 18, 19, 20, 26, 28, 38, 39, 40, 41) Data encrypted using AES-128 Dual-SIM support
	Short Range Radio	ISM band 868/915/921MHz
	Wi-Fi	Upload data over 2.4GHz
ENVIRONMENTAL	Dimensions	93 x 53 x 32 mm
	Weight	125g
	IP Rating	IP68
	Temperature rating (operational)	-20°C to +55°C
	Temperature rating (storage)	-40°C to +70°C (up to 72 hours)
CERTIFICATION	CE	
	UKCA	
	FCC	
	IC	

2.4.5 Set-up Smart Tag

Make sure Smart Tag is ready for operation; charged and tested for communication response, before instalment.

!Info

Space between the strap and the subject should allow enough movement for cleaning, charging and general comfort

!Info

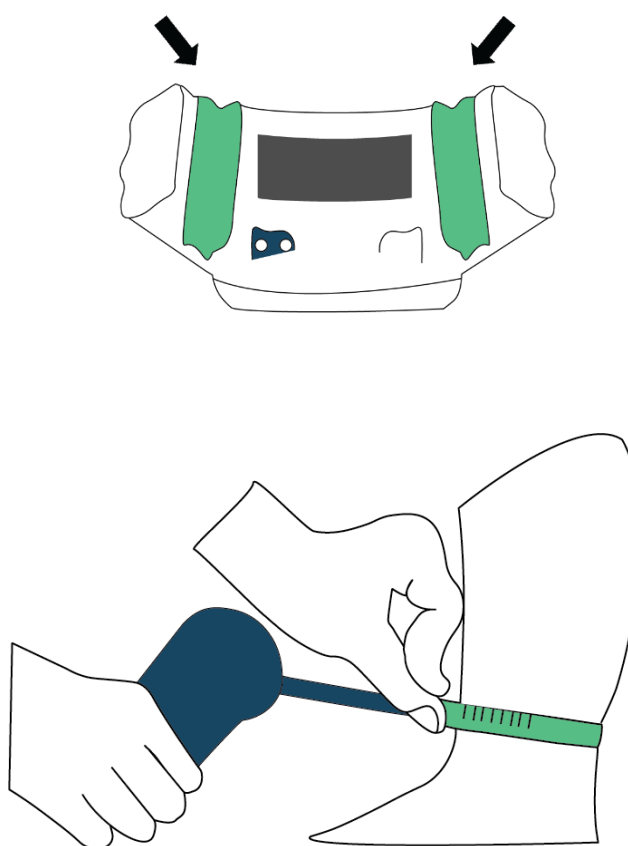
Fitted device vibration alerts and notifications are set-up in the subject profile and are not active by default – Refer to the Eagle User Guides

!Info

Refer to the Smart Beacon or Smart ID “Device Installation Guide” for RF monitored Smart Tag installation

A

Assemble Smart Tag on the subject



!Info

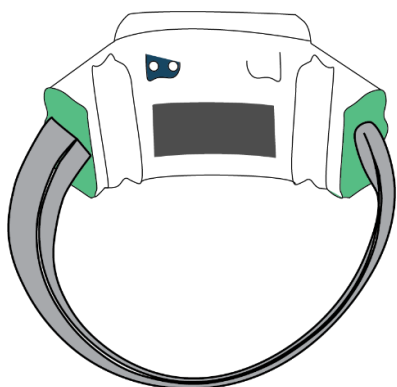
The device locking plates, subject strap and measuring tool are provided in the Field Officer kit

- Place two locking plates into the Smart Tag rear section clips
- Use the measuring tool to find the ankle size of the subject – the measuring tool is marked to correspond with strap sizing for the device – the size is marked on the clasp at the end of the strap

!Info

Take more than one measurement of the subject with one at 90° to the subject heel to get a full representation of the subject ankle size

- Make a note of the device UBIN number and strap size in use for set-up in the subject profile – refer to the Eagle User Guides



Fit the strap into the Smart Tag at one side

Wrap the strap with fitted Smart Tag around the ankle of the subject – connect the free end of the strap into the Smart Tag to complete assembly

!Info

Listen for 2 'click' sounds when fitting the strap to the device – pull the strap to make sure that it securely engages inside the Smart Tag

2.4.6 Release Smart Tag

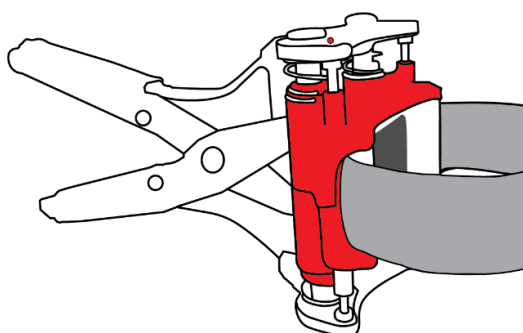
B

Release Smart Tag from the subject

!Info

The device will issue a strap alert if it is still assigned to the subject profile in the monitoring system when released

- Open the Release tool by pulling the handles out and position the open jaws centrally over the Smart Tag
- Close the tool firmly by squeezing both handles
- Pull one of the strap ends out the Smart Tag device - on the side of the tool with the red dot and arrow - to release it from the subject
- Re-fit the tool on the Smart Tag in the opposite direction to remove the strap completely from the Smart Tag



!Info

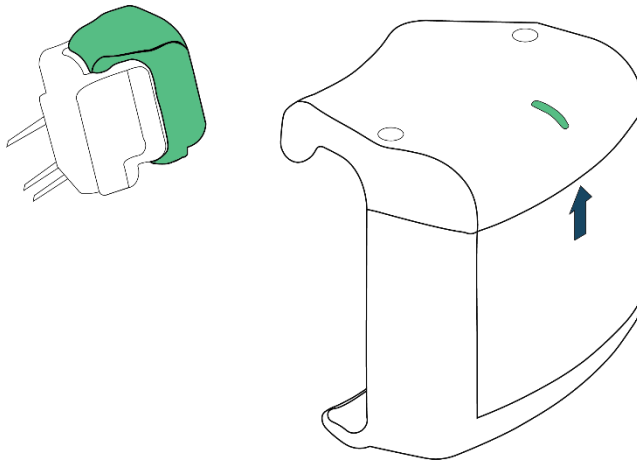
Discard all used locking plates when the device is released from the subject

!Info

Clean the device when released and store in stand-by or recharge for the next instalment

2.4.7 Charge Smart Tag

- C** Charge the Smart Tag On-Body Charger (OBC) using the OBC Dock - the OBC LED will indicate when the OBC is fully charged

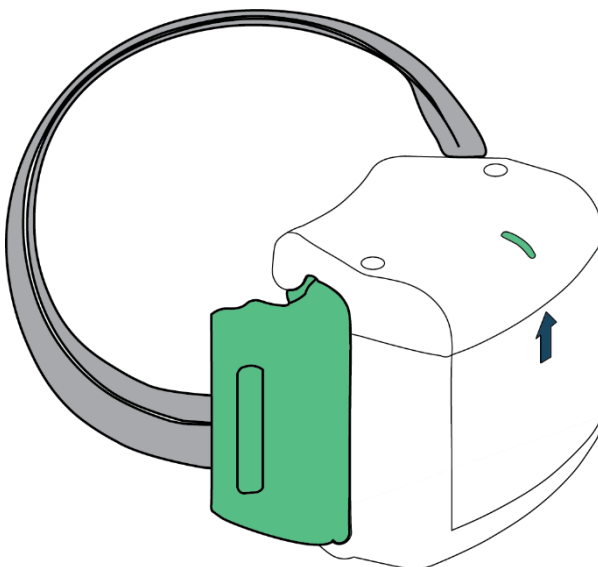


!Info *Inform the subject how to charge the device and if fitted device subject alerts are active*

- Plug the Smart Tag OBC Dock into a mains – place the OBC onto the dock to charge
- LED green flash – OBC is charging
- LED green solid – OBC is fully charged
- LED green blink (flash intermittent) – OBC is ready to charge the Smart Tag

!Info *4 hours (approximately) is the time required to fully charge the Smart Tag OBC (0% to 100%)*

- D** Charge Smart Tag with the OBC - the Smart Tag OBC LED will indicate when Smart Tag is fully charged



- Place the OBC over the top of the Smart Tag – the OBC will clip onto the device to secure it during charging
- LED green blink (flash intermittent) – Smart Tag is charging
- LED green flash – Smart Tag is fully charged

!Info *2 hours (approximately) is the time required to fully charge the Smart Tag (0% to 100%)*

!Info *Charge the Smart Tag every 24 hours*

2.4.8 Reusable Secure Straps

The Buddi Strap is hypoallergenic, reusable, secure, and available to fit all sizes of wearers. We have a wide range of sizes to fit any wearer comfortably and securely, six core strap sizes fit over 90% of wearers. The strap has a soft outer skin for wearer comfort. Buddi also designed the strap to be slightly wider than other straps on the market to further increase comfort for the wearer and contribute to their compliance.



The strap is easily fitted with a simple push and fit technique and can be removed with the use of a proprietary release tool. All straps are fitted with robust locking plates, which provide audible feedback during a fitting. The strap integral locking mechanism has a tight fit to the tag and few moving parts to minimise debris such as grit and sand entering the locking mechanism.

Buddi developed the strap to be extremely tamper-proof. Customers have the choice between two version which differ in breaking strain, standard (hard to cut) or enhanced (harder to cut). The strap is fitted with a single strand fibre optic mechanism for high-quality tamper alerts. The sealed and polished fibre optic connection provided by a pre-sized strap virtually eliminates false tamper alerts. The associated locking plates on each device provide further supporting evidence of tamper, should this occur. The strap withstands force, and the high yield stainless steel internal band provides cut resistance and prevents stretching. Likewise, the tag's weight is evenly distributed across the height of the strap, providing security, and meaning that a correctly sized and fitted strap is impossible to slip over the ankle and remove.

The strap conveniently works with all Buddi worn ankle devices, the Smart Tag, Sure Tag and Alco Tag. This simplifies fittings for field staff, reduces the amount of training required, and reduces the variety of items they need to carry. Having a multi-use strap also reduces the variety of items that customers are required to stock, simplifying stock control and maintenance processes.

The table below shows the average strap sizes across the Buddi wearer. Larger sizes can be made if requested.

Size CM	Size inches	Group	Est Client %
19	7.5	Ex Small	3
20.5	8	Small	8
21.5	8.5	Core	15
23	9	Core	24
24	9.5	Core	20
25.5	10	Core	15
26.5	10.5	Large	8
28	11	XL	5
29	11.5	XXL	2

2.5 Field Officer Equipment



2.5.1 Smart Tag and SureTag Release Tools

The Buddi Release Tools are proprietary tools to remove secure ankle worn Buddi devices from a subject. When the operator squeezes the removal tool on the device it releases one side of the strap from the device, punching through the locking plates/clasps whilst still allowing the strap to be reused. The user can remove devices safely without making physical contact with the subject. It is quick and easy to use, requiring no technical knowledge or physical contact between the subject and field officer.

The operator places the removal tool over the tag and squeezes the handles together, punching through the locking plates and releasing one end of the strap from the tag, the removal process is now complete. For the operator to remove the strap from the tag completely, the operator then repeats the process on the other side to release the second end of the strap from the tag, ready for maintenance.

2.5.2 Secure Band Removal Tool

Removing the Secure Band comes with ease, the release tool is designed to break the rugged clasp, quickly and safely one side at a time. Once fitted over and under the wristband, the thumb wheel is then turned clockwise driving the drill bit into the clasp. The compression will break the structure of the clasp.



2.5.3 UBINs

All Buddi equipment comes with a Unique Buddi Identification Number (UBIN) and can be found on the bottom of the equipment. The UBIN for tags, charging equipment, beacons, and removal tools are all stored on the customer's Eagle platform for easy stock management.



The prefix of the UBIN can also be used to identify the type of equipment being used (e.g., OBC = On Body Charger or OBD = Charging Dock). This has proven to be an invaluable source of information when supporting new staff remotely with equipment queries.

All devices delivered at the start of the contract will be new with UBIN labels expected to exceed the duration of this contract. If at any time, a label becomes difficult to read, upon notification from the authority a replacement will be provided.

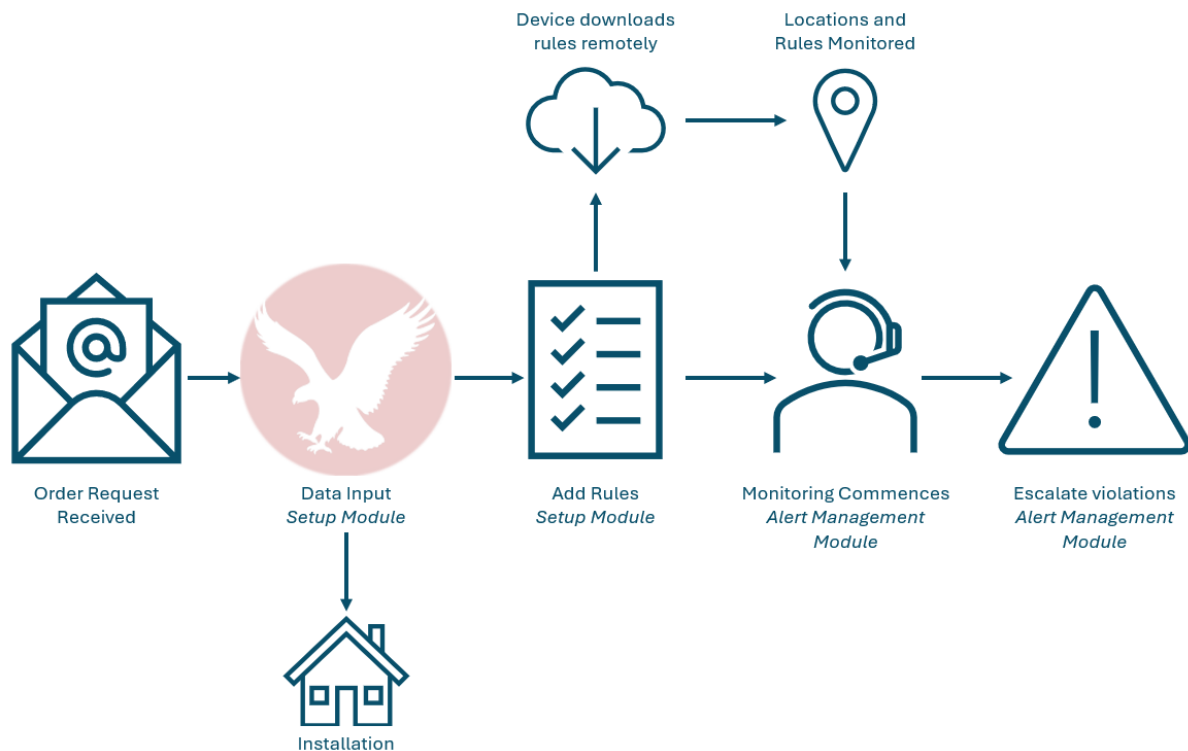
2.5.4 Maintenance

All Buddi products have been designed and manufactured to require minimal maintenance. All the equipment provided is reusable and can be wiped clean between fittings. The devices only require a wipe with a standard antibacterial wipe and the whole process takes a matter of seconds.

Buddi will provide a sufficient number of disinfectants for the equipment order quantity. This will be reflected in the overall pricing. However, we have found that customers are often able to source disinfectants locally at a lower rate. We recommend the use of non-alcoholic wipes.



3. SOFTWARE



3.1 Introduction

The Buddi solution includes electronic monitoring (EM) devices and accessories and the web-based monitoring platform, Eagle, which is hosted securely in a commercial cloud environment. Combined, these technologies can deliver real-time tracking and monitoring of subjects. The intuitive and comprehensive software provides high-level functionalities. It is a high-speed, rich source of intelligence data that can be utilised by multiple manual and automated tools. Eagle updates data in real time to ensure that the most up to date information is available to our customers.

Eagle can be translated into any language, and customers can further adapt fields to their specific terminology through configuration. Ahead of any deployment, Buddi will ensure that the platform is updated with the customers preferred language and will maintain the necessary translations throughout the duration of the contract. Currently, we have a testing platform available in Lithuanian that has been translated by Buddi Lithuanian native speakers, this is available for the testing phase and for shaping of the eventual live account.

Eagle performs the following core functions:



3.1.1 Subject Registration - Portal

This function enables all the relevant subject's details to be captured on the system. Information such as the EM order or documents are captured through a popup window or a wizard. Buddi has designed and implemented integrations with other modules allowing for automatic transfer of subject details from customer systems to Eagle.

3.1.2 Subject Rules

This function allows the details of the EM order to be translated into rules on the system. Rules can be entered manually or in bulk thanks to the wearer type functions. Zones can also be added manually or created automatically through the existing list of zones (e.g. schools).

3.1.3 Generates alerts when the rules are breached

Once the subjects and applicable rules have been setup on the system, and the subject has been fitted with their EM kit, any rule breach generates an alert to be dealt with by the monitoring operator. Alerts can also simply be logged or sent to an email or phone number.

3.1.4 Guides the user through the Breach Response Protocol and captures audit trail of all action performed

The Eagle system is set up with Breach Response Protocol in response to alerts raised by the system. These BRPs are displayed to the monitoring centre operator to guide them through the breach response process, whilst reducing the risk of errors and providing an audit trail. The breach response protocol can include multiple steps such as simply logging or calling the offender all the way to alerting the probation officers or even the police.

3.1.5 Provides a means for data to be analysed via an extensive set of reports

Eagle captures a wealth of data on subject's habits throughout their day. A large dataset is therefore available on Eagle to be analysed, deconstructed and acted upon. Buddi provides all reports through the reporting module. Our customers regularly request new ones. Once designed and implemented these new reports are available to all customers. Reports include: number of monitored subjects, stock management, alert reports, inventory reports, battery charging reports, top location, etc...

3.2 Access to Eagle

Eagle is a web application available through most commonly used web browsers. This includes Microsoft edge, Mozilla Firefox and Google Chrome browsers.

Access to the Eagle system is restricted with individual user accounts. These accounts are configured to allow access to data and functionality through strict Role Based Access Control (RBAC) groups.

A user logs into the Eagle Portal using their username (which is their email address) and a password.

A user password within Eagle must conform to the following standard:

- At least 8 characters long,
- At least 1 uppercase character,
- At least 1 lowercase character,
- At least 1 numeric character

When a new user account is created, an email is sent to the address assigned to the account requesting them to create their password confirming to the above standard.

Users can change their password by logging into the Eagle Portal and updating their account details. The new password must adhere to the standard and the user must confirm their existing password before any password changes are made. New passwords must also be entered twice, as is standard practice in all password restricted systems.

Customers have a range of additional layers that can be applied to their account such as:

- Maximum number of login fails
- Password reuse expiry period
- Password expiry timescale
- Email on password change
- Forced password change
- Use of 'remember password' functionality
- Timeout function and timescale
- Two-factor authentication

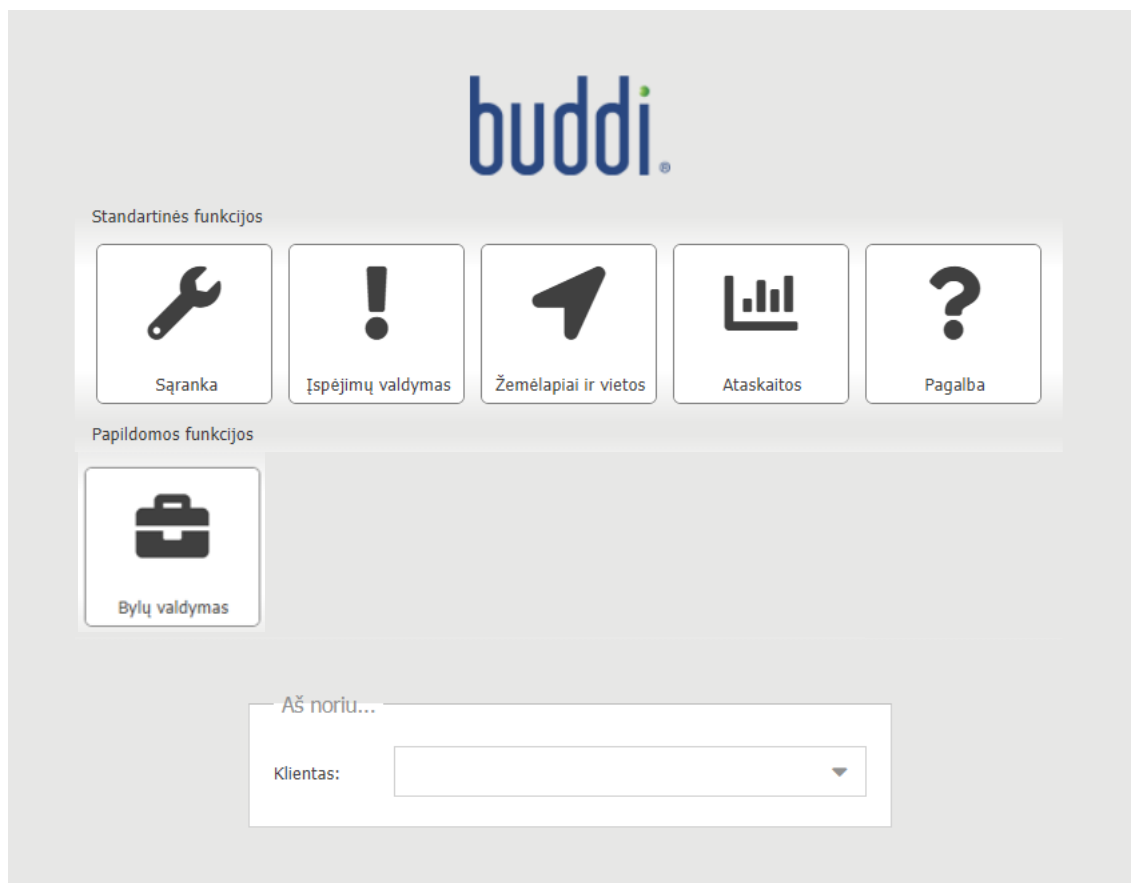
Each user can only view data associated with accounts that they have explicit permission to view. In addition to the account data restrictions, each subset (e.g. subjects, devices, zones) within an account is a member of a group. Each user must be given explicit permission to view each group. If a user

does not have permission to view a particular group, that user cannot view any data relating to that subset of that group.

3.2.1 Eagle Modules

Eagle is divided into modules, all of which can be viewed simultaneously. A key operational component is the Alert Management module, within which all generated alerts are displayed to operators. Operators then manage the alerts and record actions taken leading to their closure.

The software offers a full range of control measures that can be applied and monitored, along with case management and reporting facilities.





Setup

Setup: Includes various functions for the successful monitoring of Buddi equipment. From the Setup module, users can set up and manage subjects, devices, zones and users, as well as configure rules and alerts for an account remotely. It includes the inputting and management of subject schedules.



Alert Management

Alert Management: Receiving and processing active alerts, viewing the current status of all subjects, and viewing historic alert information for them. The Alert Management module is split into four tabs; 'New Alerts', 'In Progress Alerts', 'Alert History' and 'Current Status'.



Maps & Locations

Maps & Locations: Displays details of subjects' location data. Includes methods for viewing subject locations historically as well as in real-time. The data is displayed in both map and table form, including all the necessary information that users need to interpret it quickly and accurately.



Reports

Reports: Allows users to execute Reports on data captured within the Eagle platform. This module provides a number of summary reports for individuals and groups of subjects as well as access to detailed reports, including the mapping of location data to observe a subject's movements.



Case Management

Case Management: Provides users with a quick overview of clients and key data. Displays all events and actions associated with a particular subject in chronological order for simple and efficient case management.



Help

Help Module: Provides users with information and support on Buddi products and Eagle Software. Here you will find manuals, 'How to' videos and upgrade release notes. This can be navigated through the displayed documents or via the optional AI search function.



Setup

3.3 Setup Module

The Setup module includes various functions for the successful monitoring of Buddi equipment and subjects. From the Setup module, users can set up and manage subjects, archive and recover profiles, devices, zones and users, as well as configure rules and alerts for an account. This module includes the inputting and management of subject schedules, as well as stock management.

3.3.1 Wearers

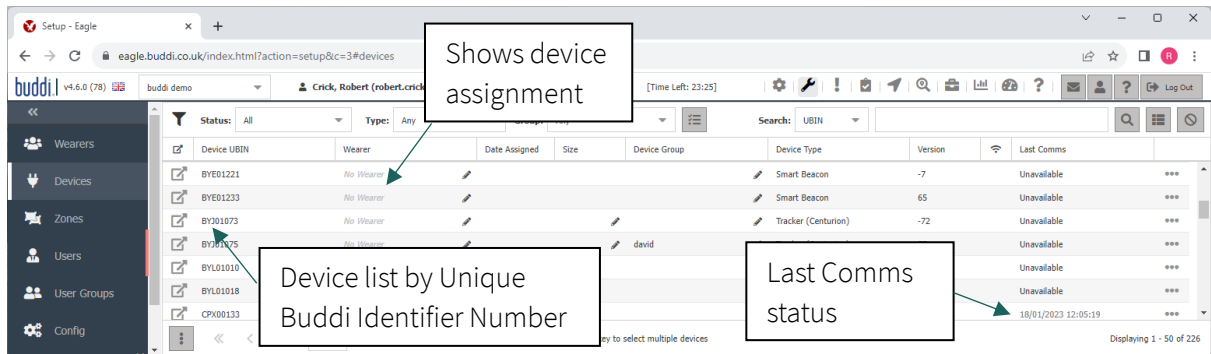
This submodule is where subjects can be added, viewed, and managed. Subjects can be individually added or bulk added via the import of datafiles or through a custom built API. Subject searchable data fields can be customised but typically include Name, Group, Assigned device, Device profile, Phone number, Primary Address and if they are being monitored or not. In some cases, the data is anonymised through the use of criminal case record numbers or by other means. Eagle can be configured to apply customer specific mandatory fields for the creation of new Subject profiles.

The screenshot shows the Buddi Setup - Eagle interface. The sidebar on the left contains navigation links: Wearers, Devices, Zones, Users, User Groups, and Config. The main content area displays a table of wearers. The table has columns for Name, Group, Device(s), Device Profile, and Monitored status. The 'Monitored status' column is highlighted with a box and labeled 'Monitored status'. The 'User list' is highlighted with a box and labeled 'User list'. The 'Add user manually or with wizard' button is highlighted with a box and labeled 'Add user manually or with wizard'.

Name	Group	Device(s)	Device Profile	Monitored
Daisy & (1 Wearer)			Default Profile (ST WIFI)	✓
Turnbull, Daisy			Residence Address, TBC	✓
Debbie Testing (1 Wearer)			Default Profile	✓
Sandford-Lord, Debbie			Residence Address, Talbot House, WD3 1DE, Rickm...	✓
Health B2B Team (1 Wearer)			Default Profile (ST WIFI)	✓
Carmichael, Fiona			07546928525	✓
Home Detention Sentence (2 Wearers)			Residence Address, Talbot House, WD3 1DE, Rickm...	✓

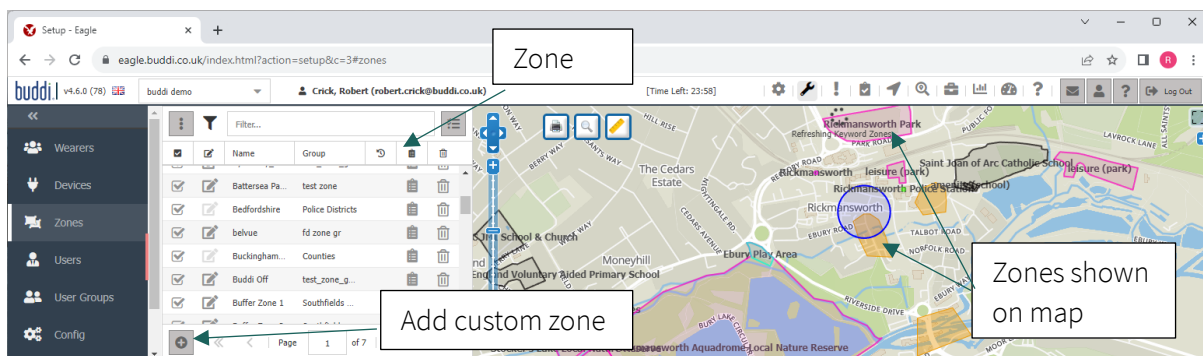
3.3.2 Devices

This submodule lists all the devices that are associated with the account along with their assignment status. From here the user can assign devices to subjects, capture specifics of the fitting such as strap size used for Smart Tags. The submodule also shows the “Last Comms” status of the device.



3.3.3 Zones

This submodule allows the addition and management of zones. Eagle has an inbuilt database of zones e.g. schools, parks, hospitals, ... that can be used to create exclusion or inclusion rules. The zones can be imported from an external mapping system through custom integrations. Users have the option to use predefined zones with an array of filters or draw the zones directly onto the map.



3.3.4 Users

This submodule lists all the users that have access to the instance of Eagle, along with their access level, which is controlled by their membership of a user group.

The screenshot shows the 'Users' submodule in the Buddi interface. A table lists users with columns for First Name, Last Name, Email, Telephone N., Loc., No., Group, Supervisor, and an action menu. A callout box labeled 'User list' points to the table. Another callout box labeled 'User group membership' points to the 'Group' column. On the right, a details panel for '(Buddi) Joseph, Jermaine' shows fields for First Name, Last Name, Email, Telephone, and Age.

3.3.5 User Groups

This submodule allows for the creation of user groups along with the details of permissions, device profiles, reports etc, per user group.

The screenshot shows the 'User Groups' submodule. A table lists user groups with columns for Name, Parent Group, Priority, and an action menu. A callout box labeled 'User Group list' points to the table. On the right, a configuration panel for 'Field officer test' shows sections for Permissions, Device Profiles, Reports, Device Groups, Read Only Wearer Groups, and Visit Types. A callout box labeled 'User Group configurations' points to this panel.

3.3.6 Config

The config submodule is used to set the configuration of the account. It allows the detail configuration of the automated reports, breach responses, detailed configurations of devices, rules and rules templates etc... The Eagle tool can be customised to individual customer's needs. During

The screenshot shows the 'Config' submodule. A table lists configurations with columns for Name, User(s), Schedule, Execute Time, Parameters, and Wearer(s) / Group(s). A callout box labeled 'Configuration list for all Eagle features' points to the table. On the left, a sidebar menu shows various configuration options like Automated Reports, Breach Responses, Check In Questions, Keyword Zones, POIs, Rule Templates, Rules, Security, and Wearer Archive.

the implementation phase, Buddi provides support to customers through workshops in order to devise the best configuration of Eagle possible.

3.3.7 Device Profiles

Collection and upload rates are managed by Device Profiles. Device Profiles are a set of parameters that defines the devices' behaviour. The Device Profile can be amended to achieve an operational objective. This includes tailored profiles for the automatic switching between RF or GPS data collection, the addition of vibration during breach, and the increase/decrease of collection and upload rates depending on the devices movement status. These are created in consultation with each customer to provide a range that match their needs and operational uses. They are then saved and 'named' so that they can be easily applied to any individual wearer or group of wearers. If changes are sought at any time, this can be applied and 'pushed' to all wearers using that Device Profile. Therefore, changes can be easily applied if required.



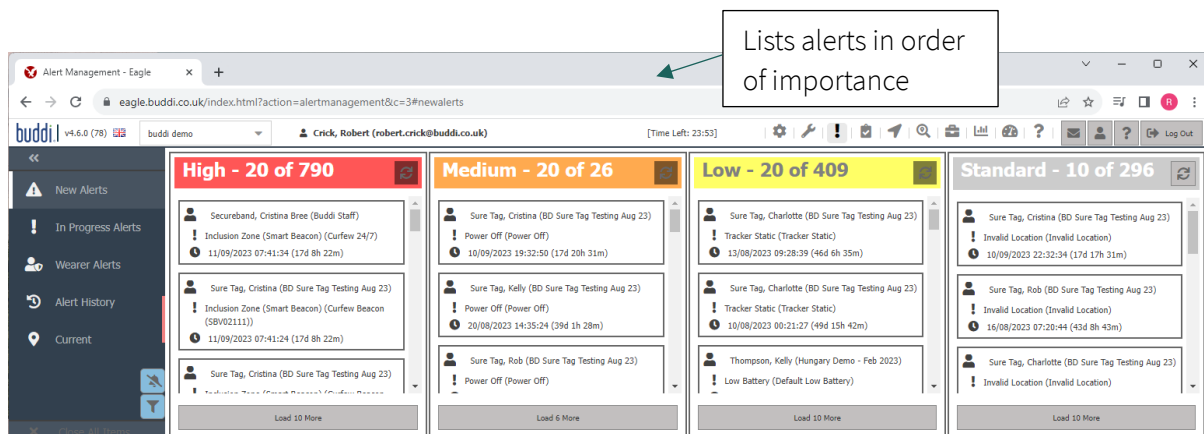
Alert Management

3.4 Alert Management Module

This module's purpose is to receive and process active alerts, view the current status of all subjects, and view historic alert information for them. The Alert Management module is split into five tabs; 'New Alerts', 'In Progress Alerts', 'Wearer Alerts', 'Alert History' and 'Current Status'. The alert types are linked to events received from the device and managed via the Alert Management Module.

3.4.1 New Alerts submodule

The New Alerts submodule displays the list of alerts that have been triggered by a subject breaking one of the rules set up in the Setup module. Alerts are categorised by their priority: High, Medium, Low or Standard. This highly visual screen allows the monitoring operators to prioritise the alerts to action.



The screenshot shows the 'Alert Management - Eagle' interface. The left sidebar contains navigation tabs: New Alerts, In Progress Alerts, Wearer Alerts, Alert History, and Current. The main area displays four columns of alerts, each with a header indicating the count of alerts in that category: High - 20 of 790, Medium - 20 of 26, Low - 20 of 409, and Standard - 10 of 296. Each column lists individual alerts with details such as the subject name, alert type, and timestamp. A callout box points to the 'High' column header, stating 'Lists alerts in order of importance'.

When an Alert is selected, the following screen is displayed and allows the user to process the alert following the Breach Response Protocol & record their actions for Auditing purposes. A live map is shown with the subject's position and details of the rule breached.

ALERT: Exclusion Zone Grace (GPS)

Select an action

***Exclusion Zone Grace (GPS)**

Title Description

Analysis Action I analysed the GPS, Wi-Fi or RF data immediately upon receipt of the alert.

Action - Option 1 - I do not have enough data. I used 'Get Location' to obtain further data and placed the alert on hold for 5 minutes in order to gain valuable insight.

Action - Option 2 - I have enough data. From analysing the data available, I have been able to make an informed decision.

Decision - Option 1 - Alert Confirmed. I am confident that my analysis of the location data confirms the wearer entered the Exclusion Zone.

Decision - Option 2 - Alert Cancelled. I am confident that my analysis of the location data confirms the wearer did not enter the Exclusion Zone.

Outcome - Option 1 - Alert Confirmed. I have closed the alert as Confirmed and have created and sent a breach report to the Probation Office.

Outcome - Option 2 - Step 1 - Alert. I have investigated the setup of this zone and completed the actions in my notes to prevent further false alerts in the future.

Outcome - Option 2 - Step 2 - Alert. I have closed the alert as Cancelled.

Alert Details:

Alert Exclusion Zone Grace (GPS)

Alert Time 30/10/2023 00:11:40 (30/10/2023 00:17:40)

Location Time 30/10/2023 00:11:40

Arrival Time 30/10/2023 01:01:39 (49m 59s)

Time Zone Europe/London

Tracker

Strap Status On

Battery 52%

Location Type GPS

Location

Rule Name

Wearer Details:

Name

Group

Date of Birth

Gender Not Stated

Wearer Type Not Set

Telephone (mo.)

Responsible Off.

End Tagging

Device Profile

Risk Level Unknown

Locations

Time	Moving	Location	Location Type	Signal	Speed	Altitude	Battery	Signal
30/10/2023 00:27:20	Stopped		GPS	None	1 mph	15m (3..)	46%	OK
30/10/2023 00:26:34	Moving		GPS	None	0 mph	15m (3..)	46%	OK
30/10/2023 00:24:04	Stopped		GPS	None	0 mph	14m (3..)	46%	OK

3.4.2 In Progress Alerts submodule

This submodule captures the list of alerts that are being worked on or acknowledged.

Alert Management - Eagle

High - 1 of 1

Medium - 0 of 0

Low - 0 of 0

Standard - 0 of 0

Buddi demo, Nisha Test (Nisha Test)

Strap Alert (Default Strap Alert)

Last Action By: (Buddi) Crozier, Simon

05/06/2020 16:48:46 (16:49:18) (1210d 20h 52m)

Load More

Once processed and closed, the alert is stored in the Alert History submodule, see below.

3.4.3 Wearer Alerts submodule

The Wearer Alerts submodule displays the number and priority of alerts by subject.

Alert Management - Eagle

Wearer Alerts

Auto Refresh Show All Name: All Group: All

Totals: 1541 810 26 409 296

Mon. 0

Alerts

Total High Medium Low Standard

1 Singapore Demo (2 Wearers)

Campfield, Stuart

Smith, John

Antwerp - Demo (1 Wearer)

Test, Marc

BD Sure Tag Testing Aug 23 (5 Wearers)

Sure Tag, Charlotte

List of subjects

List of active alerts

Displaying 1 - 49 of 49

3.4.4 Alert History submodule

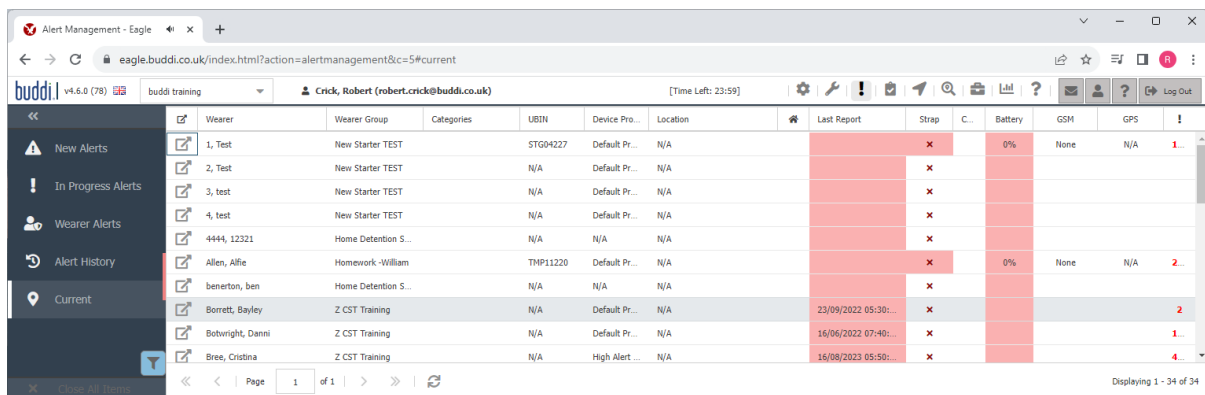
All alerts are available to see in the Alert History submodule, which can be filtered according to which groups of data you would like to see.

Alert Management - Eagle

<

3.4.5 Current submodule

Shows an overview of all the current monitored subjects, including details around their compliance. It highlights any issues of non-compliance in red such as strap not detected, <10% battery, no communication.



Wearer	Wearer Group	Categories	UBIN	Device Pro...	Location	Last Report	Strap	C.	Battery	GSM	GPS	
1, Test	New Starter TEST		STG04227	Default Pr...	N/A		✗		0%	None	N/A	1...
2, Test	New Starter TEST		N/A	Default Pr...	N/A		✗					
3, test	New Starter TEST		N/A	Default Pr...	N/A		✗					
4, test	New Starter TEST		N/A	Default Pr...	N/A		✗					
4444, 12321	Home Detention S...		N/A	N/A	N/A		✗					
Allen, Alfie	Homework -William		THP11220	Default Pr...	N/A		✗		0%	None	N/A	2...
benerton, ben	Home Detention S...		N/A	N/A	N/A		✗					
Borrett, Bayley	Z CST Training		N/A	Default Pr...	N/A	23/09/2022 05:30:...	✗					2
Botwright, Danni	Z CST Training		N/A	Default Pr...	N/A	16/06/2022 07:40:...	✗					1...
Bree, Cristina	Z CST Training		N/A	High Alert ...	N/A	16/08/2023 05:50:...	✗					4...



Maps & Locations

3.5 Maps & Locations Module

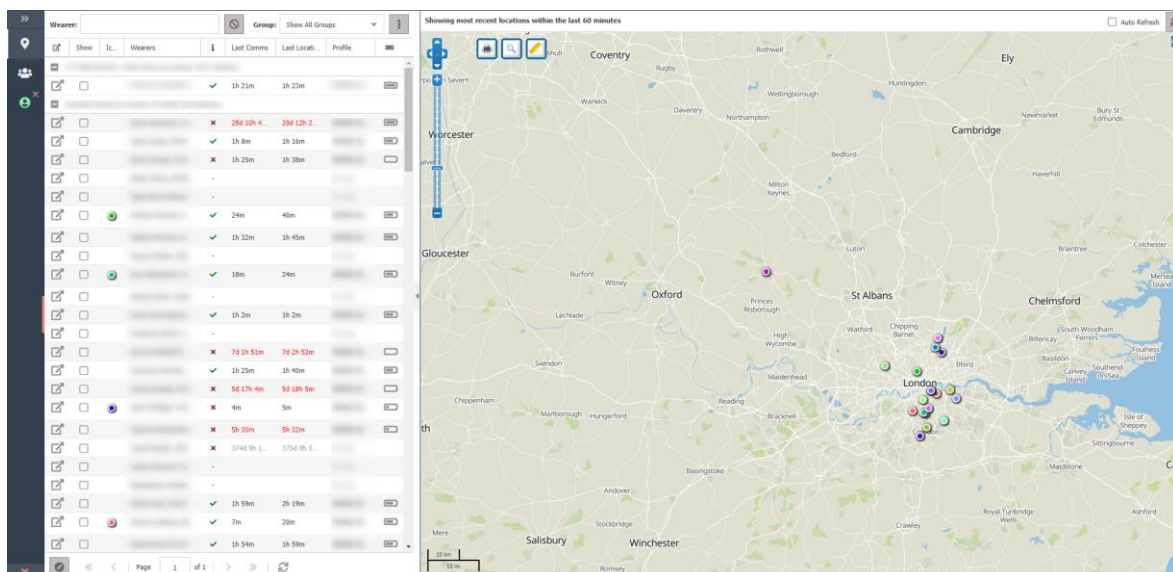
Displays details of subjects' location data. Includes methods for viewing subject locations historically as well as in real-time. The data is displayed in both map and table form, including all the necessary information that users need to interpret it quickly and accurately. Buddi uses several map sources which are regularly updated.

This module enables the following functionality:

- View current location of all Subjects or a single Subject;
- View historic data from Subject equipment;
- View historic maps for a Subject;
- View a map of historic data for multiple Subjects;
- View a Heatmap for a Subject;

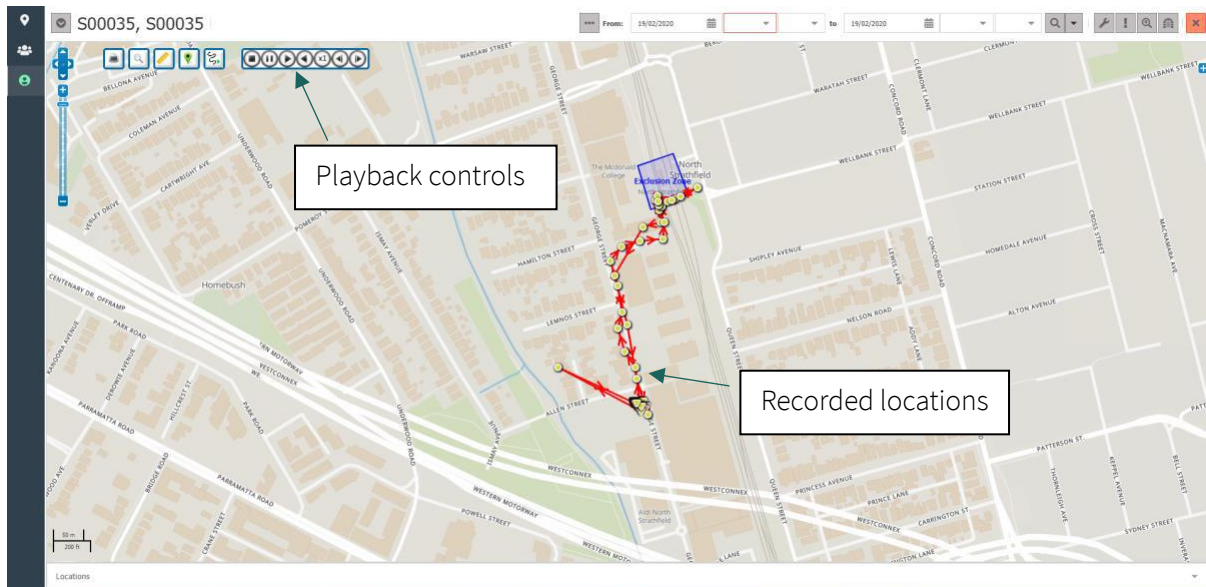
3.5.1 Viewing current locations

The main view of the module shows the last known location of the subjects in the list:



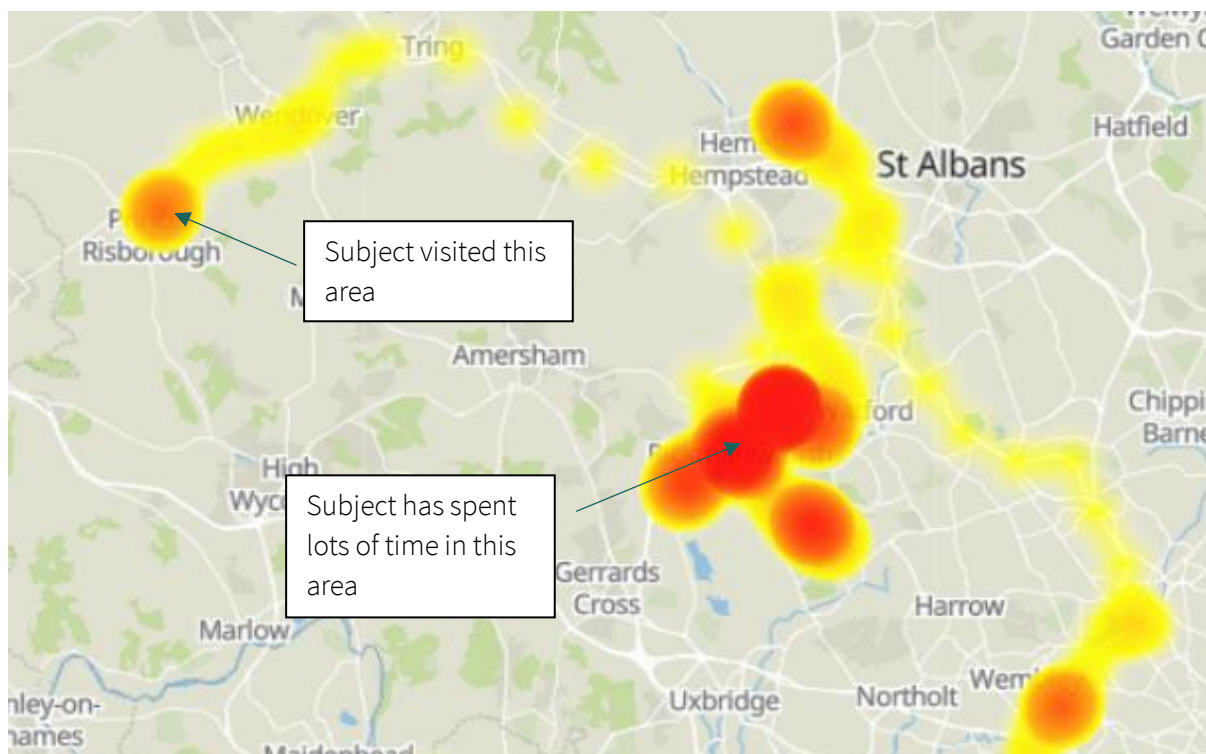
3.5.2 Viewing historical data

This view enables the user to replay the recorded location of a subject within a certain time period.



3.5.3 Viewing heatmap

The heatmap shows the concentration of collected locations. The map shows greater intensity at locations where many location reports have been received from the device.

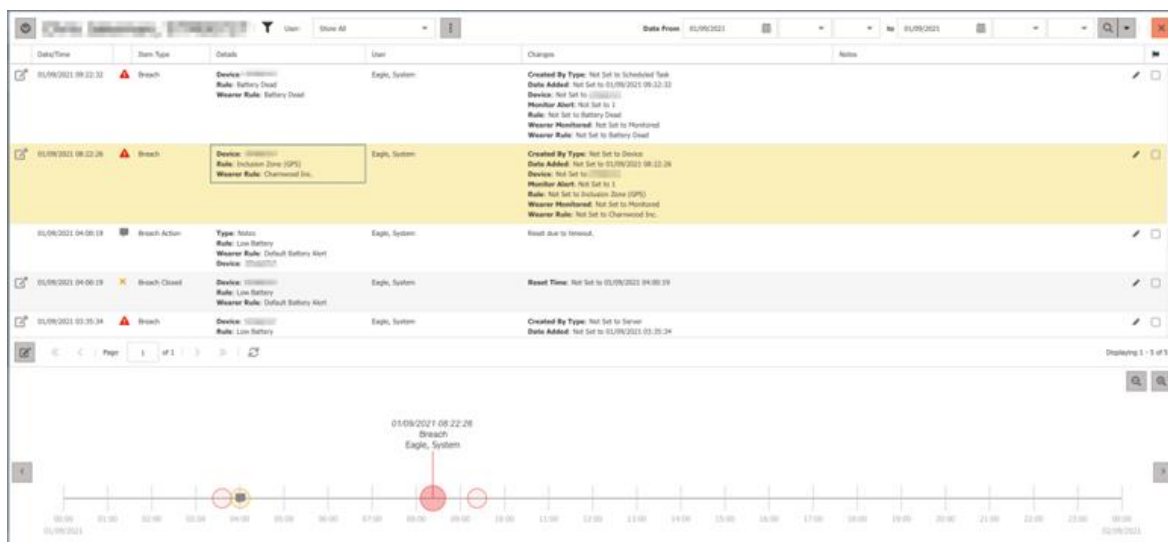




Case Management

3.6 Case Management Module

Displays an expanded 'Case History' view, providing a chronological view of all the events that have occurred on or to a Subject's profile, such as a rule amendments or generated breaches. Authorised Users can make notes against each of the events and can 'flag' them for further investigation or of particular importance.





Reports

3.7 Reports Module

Allows users to execute Reports on data captured within the Eagle platform. This module provides a number of summary reports for individuals and groups of subjects as well as access to detailed reports, including the mapping of location data to observe a subject's movements.

Eagle currently has hundreds of reports available for customers to use that analyse, sort and present data in a customised fashion for our customer.

Reports cover items such as:

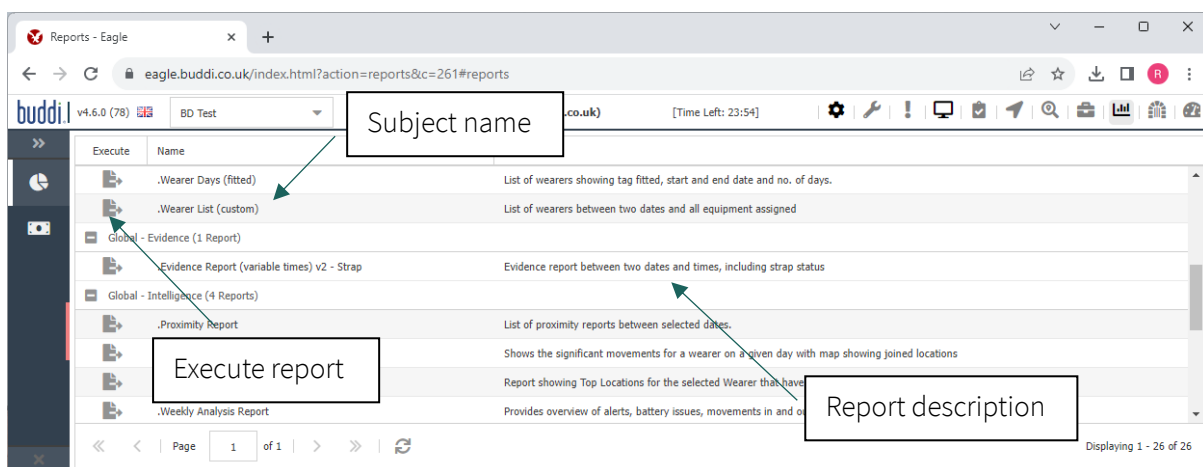
Alerts: Lists of alerts by type and subject; Alert response & audit trail.

Subject reports: List of subjects with monitoring status; Location reports; Proximity between subjects; Battery level & charging reports.

Logistics: Inventory lists; Items in use.

Billing reports: Number of days devices in use.

Auditing: Eagle platform users' logins & login history; Evidence reporting; **Actions taken** Etc.





Help

3.8 Help Module

The Help module contains all the manuals, guides and release notes for the Eagle platform. It can be accessed by clicking on the question mark icon.

It contains documents and videos that cover:

- Introduction to the platform and equipment videos
- Introduction to Eagle and its different versions
- Detailed User Manuals for the Eagle modules
- Manual for the Evidence package
- New version release notes

The screenshot shows the 'Help - Eagle' interface in a web browser. The URL is eagle.buddi.co.uk/index.html?action=help#help. The interface includes a search bar, a filter dropdown set to 'All', and a list of help items. Three specific items are highlighted with callouts:

- Evidence Package details:** Points to the 'Evidence Package' item in the 'Evidence (4 Items)' category.
- Introduction videos:** Points to the 'Eagle Help Videos' item in the 'Link (2 Items)' category.
- Module Manuals:** Points to the 'Eagle User Manual - Compliance Module' item in the 'PDF Document (18 Items)' category.

The list of items includes:

- Evidence (4 Items):**
 - Appendix A DPW 1 - Police Location Monitoring report
 - Appendix B Battery charging
 - Appendix C - Zone breach
 - Evidence Package
- Link (2 Items):**
 - Eagle Help Videos
 - Equipment Videos
- PDF Document (18 Items):**
 - Eagle 4.0.0 Intro (part 1)
 - Eagle 4.0.0 Intro (part 2)
 - Eagle 4.1.0 Guidance for Customers
 - Eagle 4.2.0 Guidance for Customers
 - Eagle Mobile App User Guide
 - Eagle User Manual - Advanced Tools Module
 - Eagle User Manual - Alert Management Module
 - Eagle User Manual - Compliance Module
 - Eagle User Manual - Dashboard
 - Eagle User Manual - Hardware
 - Eagle User Manual - Maps and Locations Module
 - Eagle User Manual - Reports Module
 - Eagle User Manual - Setup Module

4. SERVICE

4.1 Hosting Solution

Data is stored with database systems, within Amazon Web Services. AWS is our preferred method of hosting as this provides superior speed and uptime (99.9%), it also allows scalability at any time with no compromise to the current operation at full speed. AWS are aligned with our high security and privacy needs, also being certified to ISO27001, among many other certifications which make them one of the most secure cloud hosting options in the world.

Currently, Buddi has AWS servers in the United Kingdom, North America, Australia, New Zealand and South America. Our familiarity with AWS means that new servers can be setup at speed whilst maintaining the highest level of security measures. Upon notification of award for this tender, Buddi will setup European AWS servers.

All customer data that is retained or deleted is done so in compliance with the data's protective marking and any statutory or legal obligations. Specifically, data is deleted when any defined data retention period has expired, to satisfy statutory and legal obligations, or when the customer directs that the data is no longer required. Prior to deletion, all data will be transferred to the contracting authority in an agreed format.

4.1.2 Remote Backup System

Integrity of information and data is maintained via a robust hosting system for the platform itself, with multiple instances of servers across availability zones to provide redundancy. Backups are taken daily, checked twice weekly and can be restored if there is a need.

4.1.3 Separation of Data

Buddi are experienced in setting up customer systems both in the cloud and locally. On all deployments, a multi-tier approach is used. This approach means that each type of subsystem is segregated from others. A default policy of "deny all" is used, both externally and internally between systems. This approach minimises the opportunity for attacks on the system and, in the event of any compromise, lowers the overall system risk.

In addition to the segregation inside systems, we also separate our internal systems into general business, development and customer systems. This means that any attack on an office system would have no impact on our ability to run and manage customer systems, giving no access to development systems or customer data.

Buddi's electronic monitoring system, Eagle, has been developed with both role and data segregation in mind. It allows fine control over exactly what can be accessed by each user, based on their group membership. All requests to the API behind the Eagle system follow the same principle, meaning that we can quickly and easily restrict access and identify potential issues. The Eagle system uses a fully automated deployment system. This removes the risk of human error with configuration, as well as giving a consistent deployment to all customer systems.

4.1.4 Firewall Rules

All firewall rules will be coordinated with the Contracting Authority (both incoming and outgoing flows). After the initial setup of the SE, firewall rules will only change if the authority would like to add a new address to the whitelist. Buddi's high level system architecture document contains all of the ports we require open to carry out such a change. This document will be made available to the authority following contract signature. If the authority would like to request a change to the IP whitelist, an authorised User from the authority must request this via email to the Buddi Account Manager, who will then liaise with the IT team to update the existing list of addresses.

4.2 Technical Support

Buddi uses a series of monitoring tools configured to provide real-time updates on the performance of the full software system and associated communications. These are described here and will be implemented as a standard part of the solution. Buddi engineers provide 24/7 365 days cover to respond to any alarms raised by the monitoring system. Buddi uses Site 24x7 monitoring tools to observe and respond to system performance. This service is provided to all Buddi customers at no additional cost.

For this contract, we will recruit Buddi staff in Lithuania. Responsibilities will include first line customer support, local inventory, and account management. Full details of their responsibilities are included in Annex 4. We also have several Lithuanian employees currently working at Buddi Head Quarters within our technical, product development, and logistic teams. Together, they will ensure the full-service delivery in Lithuanian. **Staff CV's can be found in Annex 4.**

4.3 Buddi Customer Support Services

Customer focus and service quality is one of the key foundations of Buddi and we have demonstrable expertise in delivering this. We are vastly experienced in providing timely, high-quality support to customers, agencies, and service users with a commitment to 'getting it right the first time'.

All contact with Buddi's Customer Service Team is logged in our Customer Relationship Management platform, called Service Desk. Interactions are categorised by various metrics such as priority, customer, subject, category, subcategory, contact method, etc. This allows for a comprehensive and thorough analysis of customer interactions to assist both the customer and Buddi in providing the best service possible.

Buddi has extensive experience of operating a dependable Customer Service Team (CST) and providing help and support to our customers. Buddi has its own specialist 24/7 in-house team, which has been built up since the company's inception over 10 years ago and has gradually expanded over the years to become the specialist team it now is. The Buddi CST is the first point of contact for all Buddi customers across the world, for both our health and security businesses. The team acts as the focal coordinator to provide help and support for any customer enquiry, in addition to providing technical support for any technical issues experienced by our customer base, including government, police, probation and council staff. For this contract, Buddi will have dedicated staff to provide support in Lithuanian.

Buddi provides a fantastic service, tailored to meet the customer's requirement. Our existing customers rate our help and service support as "outstanding". We are proud of this, but we continue to strive to improve with a focus on customers informing how we recruit and train our people.

The approach to recruitment in the team is to recruit amazing staff who wish to build a career within Buddi. Training is provided over an initial 6-week period, with a 6-month probation period, before staff are fully qualified and experienced. We look to develop specific areas of interest for all staff and develop a long-term career plan. Turnover is exceptionally low, and job satisfaction very high.

Escalation processes for resolving emergency or standard issues are provided at contract commencement, which includes both email and telephone. The support is available 24/7 to all Buddi customers. Buddi will provide a single number for system support, with responses managed in line with contract priorities. The service enables the caller to communicate directly with Buddi technicians who are experts in the operational use of Buddi products.

All communication to the support team is logged, categorised, and prioritised, which ensures issues are resolved. Buddi uses professional logging tools to track and record all user support, enabling proactive analysis, which feeds into product development, as well as innovation and training. This allows us to spot repeat user issues, and continually innovate to eliminate them.

When a user calls the Service Desk, the CST will gather the relevant information from the user. All requests are date/time stamped to ensure service level targets can be measured. Information relating to the request will be logged within the ticket, ensuring a full historical record is maintained and is available to the teams to assist resolution. A priority level will be agreed between the requester and the CST.

The CST staff will carry out the initial assessment and will attempt an initial diagnosis (while the user is still on the telephone, if applicable) to try to discover the full symptoms, to determine exactly what has gone wrong and how to correct it. It is at this stage that diagnostic scripts and Known Error information will be used to diagnose the issue.

Whenever possible, CST will resolve the request while the user is still on the telephone and close the request if the resolution is successful. This will count as a First Time Fix (FTF). Where a fix is possible, the call will be “hot transferred” over to the relevant second line support team and if resolved, an FTF will be recorded against the request.

If the request can't be resolved, the user will be advised of a timeframe within which their request will be attended to by the next level of support, in accordance with the customer's requirements. The request will be assigned to the most appropriate resource. All queues are proactively managed in accordance with the priority of the requests and are logged ensuring the support is focused in accordance with the defined business needs.

For technical support, the first and foremost requirement is maintaining the system, making it accessible to the customer. For this, there is a built-in escalation process. Managed by a professional call handling service, this only requires a single call from the Authority and Buddi experts will take care of it.

Buddi uses an established Customer Relationship Management system called Service Desk, which enables recording of all requests for assistance and technical support. It is a professional ITIL-compliant tool, applied to manage and aid our support service, and ensure the service stays to the highest standard. Several metrics are captured at the time of the customer interaction that allow us to analyse and continuously improve our service, for example subject, priority, customer, category, subcategory, contact method, etc. We can add, remove, or create custom metrics that the customer requires. An example of the basic template for logging:

New Incident

Change Template

Default Request

Status

Open

• Mode

-- Select Mode --

• Company

-- Select Company --

Site

Not associated to any site

• Category

-- Select Category --

• Subcategory

-- Select Subcategory --

TS Category

-- Select TS Category --

Firmware

• Priority

-- Select Priority --

• UBINs

• Group

-- Select Group --

Technician

-- Select Technician --

Buddi customers use our standard three tier priority levels:

Urgent	immediate response	fix within 4 hours
High	response within 1 hour	fix within 2 days
Normal	response within 1 working day	fix within 3 days

Other options to meet your needs are available for discussion at any contract negotiations.

The Buddi Eagle platform provides online, context sensitive help via help documents, online videos, and a search facility of the online knowledge database.



Kelly Thompson Customer Service Director

Kelly joined Buddi's management team in 2020 and came to us with more than 10 years of customer service management experience. Prior to joining Buddi Kelly was responsible for managing Operational Advisors and Team Leaders, leading management training, and providing regular service analysis to key stakeholders and directors. With a passion for supporting personal and professional growth within the teams she manages, Kelly has designed, created, and implemented Team Leader On-Boarding Planning to develop the necessary skills for high leadership performance. As the Global Customer Service Manager at Buddi, Kelly continues to provide high quality service analysis and guides the Customer Service Team through performance and service improvements at both a collective and individual level. She is an integral part of the day-to-day customer service operations and ensures that the team consistently meets KPI requirements and service agreements. During Kelly's first year at Buddi, she played a vital role in the development and implementation of Buddi's new local Hub in New Zealand. This involved recruiting local staff, office setup, alongside both customer and Buddi staff onboarding training.



Chris Kennedy Customer Service Technical Manager

Chris has been instrumental to Buddi's Customer Service Team for the last 11 years, being one of the original members of our Customer Service Team, as we know it. Chris originally joined Buddi as a Customer Service Advisor, moving his way up to Team Leader and finally his current position as Customer Service Technical Manager. Chris ensures our internal systems and resources are established in such a way as to allow the Customer Service Team to best support their customers. Driving the team towards continual improvement Chris regularly works with the Business Development Team and clients directly to establish effective and efficient processes to meet their prospective goals. Chris leads his team by the philosophy of being agile, adaptable, and proactive in resolving enquiries relating to the use of Buddi equipment and systems.

5. TRAINING



5.1 INTRODUCTION

For the Buddi hardware and software, staff will need to be trained in the management and operational capabilities of the system. Buddi has already developed a custom training package through which staff are provided with access to the system. Our training covers the administration and management of the Buddi solution, the operational capability to use the system to strengthen the control and management of the wearers, and the secure fitting, installation, and testing of the Buddi hardware. All training includes the use of operational monitoring devices and live data sets.

To date, more than 3,000 members of staff from the Police, Probation, and Youth Offending Services have been trained in this way. A comprehensive example of Buddi's Training Plan is shown on the next page.

5.1.2 Training Plan example:

Buddi will conduct the initial training programs which will consist of a phased module approach:

- Phase 1 – Overview of EM solution for staff involved in decision making. To include key decision makers and trainers that require an overview presentation of all the component parts of the EM solution.
- Phase 2 – Workshop for staff and nominated trainers to review training materials and system options.
- Phase 3 – Comprehensive 3-day training for staff to cover all aspects of the solution.

- Phase 4 – Top-up training to be attended by nominated trainers.

5.1.3 Lithuania's training plan

Buddi understands the need for all operational staff to be trained in Lithuania during the implementation. We recommend carrying out this training in groups of 12 based on job roles, to encourage engagement during the sessions.

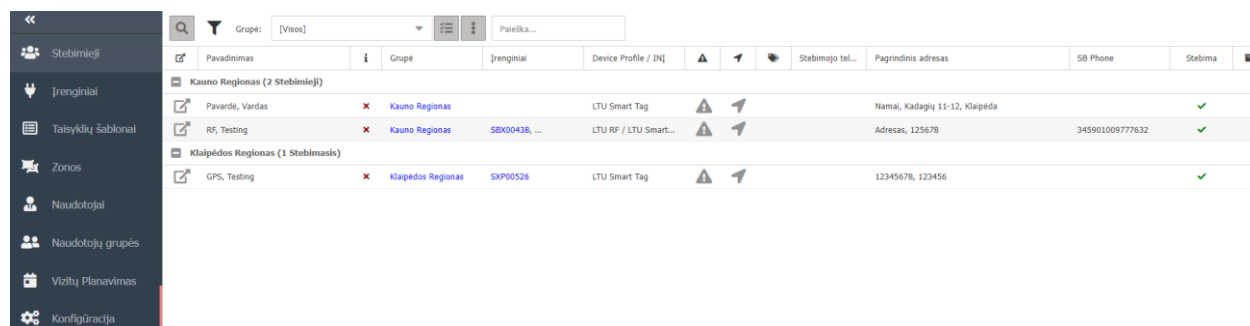
To complete the training for 80 operational staff, we will require a training facility for at least seven days. The facility must include access to a computer for all trainees and a projector screen for the trainer.

Training will be carried out by Buddi staff in Lithuanian. This will include existing Buddi staff with extensive experience using Buddi products and software, as well as new Buddi staff employed locally in Lithuania.

All training material, including the software and guides, will be provided in Lithuanian. As standard, Buddi shares all training material with the customer in electronic forms. These will be accessible directly from the SE (Eagle) during and after the training. However, as required in the tender documents, we will provide at least 60 copies of the instructions and guides during the implementation training.

Similarly, in February 2024, Buddi Trainers completed training for 120 probation staff in Estonia which was separated across System Administrators, Probation Officers, and Monitoring Centre staff. This was completed in Estonian over 8 working days and included groups of up to 18 attendees in each session.

Buddi's training includes a mix of theoretical, practical and live demonstrations to ensure that all learning styles are included. This can also include a final accreditation to understand knowledge levels if required.



Pavadinimas	Grupe	[renginiai]	Device Profile / [N]	Stebimojo tel...	Pagrindinis adresas	SB Phone	Stebima
Kauno Regionas (2 Stebimieji)							
Pavardė, Vardas	Kauno Regionas	LTU Smart Tag			Namai, Kadagijų 11-12, Klaipėda		✓
RF, Testing	Kauno Regionas	SBX00438, ...	LTU RF / LTU Smart...		Adresas, 125678	345901009777632	✓
Klaipėdos Regionas (1 Stebimasis)							
GPS, Testing	Klaipėdos Regionas	SKP00526	LTU Smart Tag		12345678, 123456		✓

Phases	Content of session	Max no. (Individual access to computer)	Duration
PHASE 3 - Monitoring Centre Train the Trainer			
Trainers who are training staff who are going to be utilising the solution daily in a monitoring centre. Staff who will develop and form any decision making relating to the finer detail of use of the EM solution. This course should include all staff who will train others who carry out monitoring duties, input data into the system, apply rules/zones to the system, manage alerts and Interpret data on live wearers.	This will be a hands-on program with requirements for the staff to complete all elements of training on all aspects of the solution including fitting Buddi hardware, how Eagle works, navigating the system, how to set up profiles, how to establish zones, how to apply rules, how to assign and configure equipment, and how to manage inventory. The course will involve hands on completion of exercises. Reviewing the data and providing data and reports	Up to 12 staff	1 day (or as agreed) We recommend up to 3 if they have attended phase 1 and 2 and up to 5 days if they haven't.
PHASE 4 - Field Officer Train the Trainer			
Trainers who are training staff who are going to be utilising the solution daily, staff who will be fitting and removing devices. This course should include all staff who will fit tags, remove tags and complete any other field services.	This will be a hands-on program with requirements for the staff to complete all elements of training on all aspects of the solution including fitting Buddi hardware, removing Buddi hardware, troubleshooting hardware, using the Buddi installer app and completion of exercises.	Up to 12 staff (computer or smart phone)	Half a day (or as agreed)
Phase 5 - Train the Trainer Staff Top up			
Staff nominated to be trained as trainers for ongoing development training can access train the trainer top up training as and when needed.	This will be a top-up program building on phase 3 or 4 above, to prepare trainers with additional input to consolidate their knowledge.	Up to 5 staff	1 day Run as needed within reason.

5.1.4 Buddi approach to training

As a company dedicated to Electronic Monitoring (EM), Buddi understands the intricacies of EM. Buddi knows how to use this knowledge, along with lessons learnt from our experience of other monitoring setups and operations, to provide a quality training service focused on outcomes specific to our customers.

Buddi understands the training skills and attributes required to provide a high standard of service and will bring that experience to this contract. Buddi has through experience the knowledge to support and assist our customers to be the world-leading users of modern Electronic Monitoring. Buddi will provide training, and training support, to be proud of and which will make our customer users job easier.

5.1.5 Buddi Values

Buddi prides itself on the level of professionalism our staff maintain, and their expertise in the delivery of responsive service. The staff will support our customers users through training, with confidence in the information that is gathered from the EM system. Making full use of the system will enable informed decision making on levels of risk and wearer behaviour. Team working is vital in an EM environment.

Buddi believes the EM solution should be arranged so that staff have easy access to the people and resources they need. This includes on-demand support from Buddi's Customer Support Team (CST) and Buddi Account Manager post training. This works best by organising technology around the processes people operate.

Training Buddi staff so they are appropriately skilled and aware of current operational practice but also how subsequent changes to operational practice or technology will be managed



5.1.6 Buddi Approach when training our own staff

When training our own staff, the Buddi approach commences with recruitment. Buddi has devised and will follow a selection process for recruiting staff. This includes skills tests, aptitude tests and referencing to ensure only suitably qualified and capable staff are deployed to any contract for our customers. Attributes and qualifications form the basis of the minimum recruitment selection criteria. Buddi knows from experience which EM staff qualifications and attributes are required to have the greatest level of successes and have devised assessments and tests to ensure only applicants who meet and exceed the requirements are recruited. Once recruited, the staff will complete and pass the Buddi induction training which includes using the Buddi EM Software to test input and

computer skills. Additional training highlights processes and procedures, regarding professionalism and expectations, before being assigned to the Corrections contract.

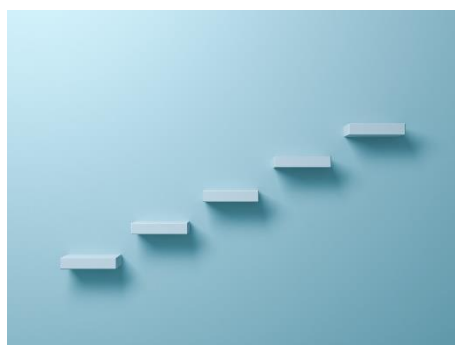
Prior to staff being deployed our employees are trained by Buddi for three days on the company ethos, the Buddi systems overview (hardware and software) and the expectations of them working for the contract. The aim is only to assign staff to the contract who exceed expectations with Buddi, eliminating any risk of unsuitable staff. Buddi believes this prior training is vital to ensuring only the best candidates are employed for the contract, as it gives Buddi a chance to become familiar with the potential staff member before they are deployed. All staff during the pre-deployment training are given feedback, coaching, and opportunities to show improvement. Buddi recognises different learning rates and styles, but ultimately if a potential staff member does not show the essential willingness or aptitude for learning, they will fail the training and assessments and their employment will not continue.



I am a valued person
at my place of work
with Buddi, and my
voice is always
respectfully heard

The Buddi team strives for excellence in EM service and is passionate about how EM is delivered. Training is accompanied by positive staff messages to ensure the standard of the proposed service is achieved and maintained. Staff will be trained and reminded that their work is vital and that by doing their jobs with excellence, they will be helping to keep the public safe, helping to reduce reoffending and supporting wearers positively through their EM program. The general sentiment shared by everyone in the Buddi team is that regardless of how large or visible their contribution is, they feel a genuine and direct connection between the work they do and the results and outcomes that are achieved.

A phased approach to training



Buddi recommends the initial training programs should consist of a phased module approach. This phased approach has been utilised in Buddi implementations and transitions worldwide. It is proven to be successful as a way to ensure all parties are fully educated, decisions made at the right point, and collaboration with customers from the start.

- Phase 1 – Overview of EM solution for staff involved in decision making. To include key decision makers and trainers that require an overview presentation of all the component parts of the EM solution.
- Phase 2 – Workshop for staff and nominated trainers to review training materials and system options.
- Phase 3 – Field Services - Train the Trainer – Learning how to be an expert installer of the Buddi equipment
- Phase 4 – Monitoring Centre - Train the Trainer – Learning how to be a competent operator of the Buddi software
- Phase 5 – Train the Trainer Top Up – Learning more to upskill

5.1.7 How Buddi will document training for all users on all necessary aspects of the equipment

Buddi has well established training materials, which have been used successfully in our train the trainer approach around the world. We propose we utilise these materials as a starting point and adapt them as necessary to customers unique requirements. Customers can then utilise the training material for trainers, as necessary. Training material includes presentations, supporting material, both of which include recommended exercises for trainees. All relevant material will be provided in Lithuanian.

Current Training materials list

<i>Hardware User Guides</i>
Buddi Clip User Guide (Domestic Violence)
Smart Beacon User Guide
<i>Quick Start Guides</i>
Quick Start Guide – Equipment
Quick Start Guide Eagle Part 1
Quick Start Guide Eagle Part 2
<i>Eagle User Manuals</i>
Eagle User Manual 1 – Setup Module
Eagle User Manual 2 – Alert Management Module
Eagle User Manual 3 - Compliance Module

Eagle User Manual 4 – Maps & Locations Module
Eagle User Manual 5 – Advanced Tools Module
Eagle User Manual 6 – Reports Module
Eagle User Manual 7 – Dashboard Module
Eagle User Manual 8 – Presence Module
<i>Mobile App User Guides</i>
Eagle Mobile App User Guide
Eagle Installer App User Guide
Eagle Check In App User Guide
<i>Materials to aid practical exercises</i>
Monitoring Centre – Call Examples
Knowledge Check Quiz
Wearer Profiles
<i>Plans</i>
Training Plan (blank template)
Training Plan – Eagle Software
Training Plan – Hardware & Installation
<i>Videos</i>
How to install a Buddi Smart Tag
how to install and set up a RF Beacon
How to charge a Smart Tag using an OBC,
How to remove a Smart Tag

6. PROJECT MANAGEMENT



6.1 Buddi Approach to Project Management

Buddi are open and honest in our engagement with our customers. We focus on building relationships based on trust and sharing our thinking, which benefits all parties. That trust, which has been a key factor in building our customer base, is a core Buddi value that includes delivering what is sought, at quality, and on time. We will maintain such an approach with the customer* during mobilisation, transition, and through to business as usual.

All of Buddi's national and international contracts have met their mobilisation timescales. This was even achieved when there were only seven weeks from award to go-live date, a case that included additional complexities regarding distance and local variations in infrastructure and requirements.

Buddi has led the mobilisation and transition of the EM pilots and programmes across the UK transforming the EM market in the process. Swift mobilisation has been one of the key factors in establishing Buddi as an EM provider across England and Wales within a relatively short space of time. Another has been the Buddi software, which allows direct access to stakeholder organisations. In addition, feedback from customers confirms that Buddi's flexibility is another key reason why we are chosen as the supplier.

The ease of application, requiring minimal training, has allowed pilots and programmes to commence very quickly. Most of the 31 programmes in England and Wales have commenced with small numbers and expanded from that point. There have been occasions, such as with Cambridgeshire, where everything has been completed up to and including live monitoring on the same day as the request,

due to the customers risk requirements. Buddi recognises the individual operational requirements and provides the tools to match.

All mobilisation projects are supported by Buddi staff with first-hand knowledge and practical industry experience, which provides reassurance and a source of advice to customers. 24/7 support is provided by staff known to the customer, which adds to the reassurance in this phase of commencement.

In addition to the expertise of Sara, Buddi has key senior members of staff with vast experience of both operational service integration and technical system integration project mobilisation within the criminal justice sector, including setting up end-to-end EM solutions. These staff are appointed by Buddi to direct, manage, and oversee the Buddi implementation during the mobilisation and transition periods, then, continuing through to business as usual.

6.2 Organisation, resources, roles, and responsibilities

Buddi delivers a highly experienced mobilisation team with prior experience of EM implementations. Please see Annex 4 Supplier Specialists for full CV's of the Buddi Project Team.

6.3 Development of the Plan

Buddi is confident in meeting the timescales outlined for the mobilisation and transition, which align to the Lithuanian Probation Services timescales. Buddi will work alongside the customer to the best of its abilities, to aid and assist the end-to-end delivery of the total EM solution within 90 days of contract signature.

Both the hardware and software elements of the existing Buddi solution are fully developed, deployed, and tested. The requirements in this tender will necessitate a small number of front-end changes to the functionality of the existing system along with the development of the necessary interface points. The development of the Buddi solution will follow the strict Buddi Secure Development Life Cycle that ensures all code produced is of the correct standard and written with the necessary security considerations. Buddi is providing to the customer the best people to govern, manage, and execute the mobilisation and transition plan.

We foresee a period during preferred bidder (if possible) where we will work in consultation with the Lithuanian Probation Service to develop the final mobilisation and transition plan, ready to commence implementation upon contract signature. Buddi will work together with the Lithuanian Probation Service to ensure a seamless transition with minimum disruption to the existing EM service.

Buddi has prepared this mobilisation plan on the assumption that it is not a final document. With co-operation from the customer, Buddi will produce the final plan which may include refining or adjusting the proposed approach or sequence of events to comply with the requirements for the delivery of the final solution.

The Buddi plan is developed under the Prince 2 project management regime and methodology and has a clear hierarchy for escalation and resolution paths.

Once all requirements have been agreed, the design and development work stream can commence. This is expected to be a relatively short development cycle and will follow a variant of the SCRUM methodology. This development methodology defines a series of short 'sprints' in which development work is completed. At the end of each sprint, a fully working version of the software is made available which can be tested against the objectives of the sprint. At the start of each sprint, the Project Team will

define the scope of work that is to be completed during the sprint, and distribute it to the development team.

'Stand up meetings' are held daily to track the progress of development and to identify any potential roadblock issues as early in the process as possible. At the end of a sprint a short meeting is held to ascertain the success of the sprint and gather any lessons that are to be learnt as a result. Once the sprint is complete the fully functioning version of the software is deployed to a test environment where the test team can carry out the required tests (both regular and regression) to ensure the new version is fit for purpose.

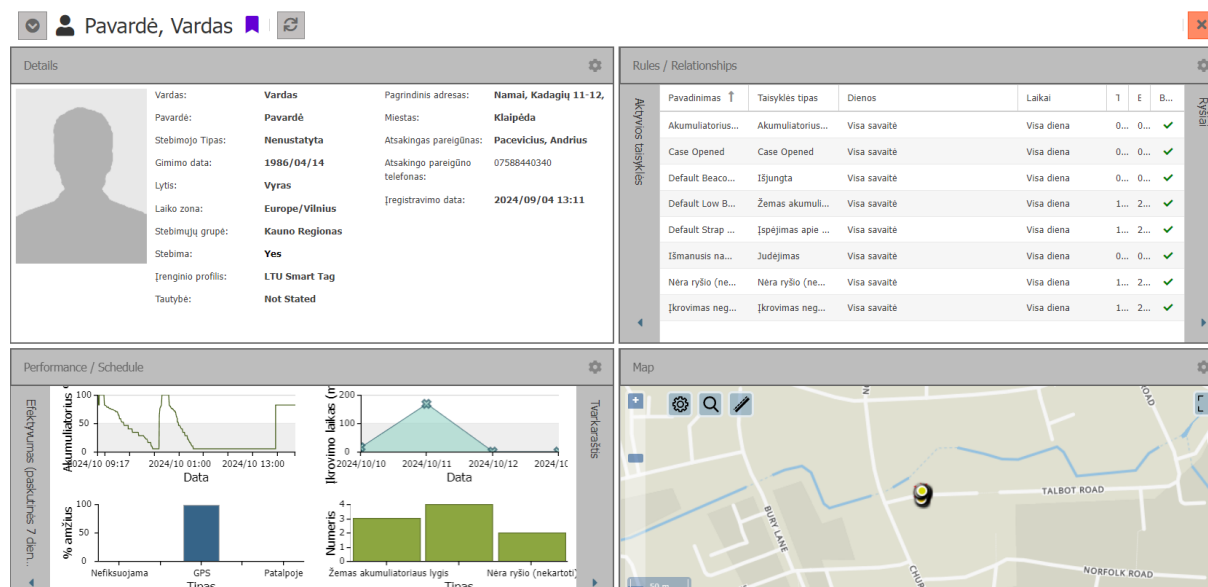
Please see Appendix D for Buddi's proposed 90 day Implementation Plan.

7. TESTING

Buddi has an internal test team responsible for ensuring that all new software and applications work correctly prior to deployment. All software upgrades pass through Buddi's test team, as well as customer specific improvements where necessary. Working closely with Buddi Account Managers and Head of Software, the test team ensures that fixes are identified and rolled out to customers as soon as possible.


All functional and non-functional testing scenarios and requirements set out by the Lithuanian Probation Service have been read and understood by the Buddi bidding and test team. Prior to submitting this proposal, we have tested the Buddi solution using the scenarios provided in the tender documents and are confident in our ability to meet these requirements in full.


Buddi are prepared to provide access to the Buddi software along with sets of operational equipment within five days of the request from the Lithuanian Probation Service. We have a dedicated Technical Analyst, who is a native Lithuanian speaker, available to support the authority during the testing phase. Relevant data samples can be collected prior to testing or live with the authorities test team.



APPENDIX A

SURETAG IP6X – TEST CERTIFICATE

<h2 style="margin: 0;">CERTIFICATE OF TEST</h2>		 1909
DATE OF ISSUE: 7 September 2023	CERTIFICATE NUMBER: U4385-1	

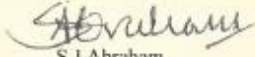


ENVIRONMENTAL TEST SERVICES
Environmental Test Services Limited, Unit 38 Suttons Business Park,
Suttons Park Avenue, Reading, Berks RG6 1AZ

Tel: 0118 966 2724 E-Mail: ets@etsonline.co.uk

PAGE **1** OF **1** PAGES

APPROVED SIGNATORY


S J Abraham
Laboratory Manager

Registered in England No: 3110350

Customer: Buddi Ltd
Talbot House, 17 Church Street
Rickmansworth
Herts
WD3 1DE

Order No: OWP3774

Description of Equipment Tested:

1 off SureTag
Part No: S12-BUD-1-868-EU-0
Serial Nos: UBIN: SUE00015
Manufactured by Buddi Ltd

Tested to:


Dust Ingress Test
BS EN 60529:1992 +A2:2013, IP6X
The very small enclosure volume means that ETS are unable to measure the very low volume flow rate when applying the 20mbar depression to the test item. Therefore, the test duration applied will be the maximum 8 hours to cover any possible volume flow rate scenario. This is a potential over-test scenario

Results:

Post IP6X test inspection:
The customer requested the test items to be left operational for the test.
ETS performed a test item post-test inspection and no found dust ingress the test item.
See attached photographs.
After the post-test inspection, a functional test (not covered by UKAS accreditation) was carried out remotely by Buddi. Buddi reported the test item functioned normally.

Comments:



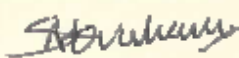
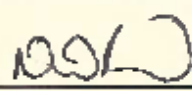
The test item was received in good visual condition for testing on 16 August 2023.
The test was started on 21 August 2023 and completed 22 August 2023.
The test was performed in accordance with the test specification shown above.
ETS fitted a port to the enclosure to enable a vacuum line to be used for the test.
The dust ingress test duration was 8 hours.
Test item functionality testing was the customer's responsibility.
A certificate attachment was issued: Ingress Protection Test– IP6X: Photographic Records (4 pages).
All test records for the work detailed above are filed at ETS under Route Card No: 3352.

Prepared by: 
N Bond



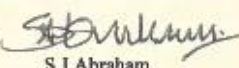
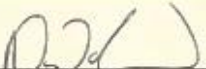
Disclaimers: Opinions and interpretations expressed herein are outside the scope of our UKAS accreditation. Results from tests which are not covered by our accreditation are clearly defined within the text of this certificate. The results recorded within this certificate apply only to the items/equipment referenced herein. This certificate may not be reproduced, except in full, without the written permission of ETS Ltd.

ETS0015303 Issue 9 11/22



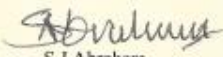
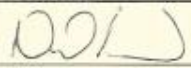
SURETAG IPX8 – TEST CERTIFICATE

<h2 style="margin: 0;">CERTIFICATE OF TEST</h2> <p style="margin: 0;">DATE OF ISSUE: 7 September 2023 CERTIFICATE NUMBER: U4386-1</p>		 <p style="margin: 0;">1909</p>
	<p>Tel: 0118 966 2724 E-Mail: ets@etsonline.co.uk</p> <h3 style="margin: 0;">ENVIRONMENTAL TEST SERVICES</h3> <p style="margin: 0;">Environmental Test Services Limited, Unit 38 Suttons Business Park, Suttons Park Avenue, Reading, Berks RG6 1AZ</p>	<p>PAGE OP PAGES</p> <p>APPROVED SIGNATORY</p> <p style="text-align: center;">  S. J. Abraham Laboratory Manager </p>
<small>Registered in England No: 3118350</small>		
<p>Customer: Buddi Ltd Talbot House, 17 Church Street Rickmansworth Herts WD3 1DE</p>	<p>Order No: OWP3774</p>	
<p>Description of Equipment Tested:</p> <p>1 off SureTag Part No: S12-BUD-1-868-EU-0 Serial Nos: UBIN: SUE00014 Manufactured by Buddi Ltd</p>		
<p>Tested to:</p> <p>Water Immersion Test BS EN 60529: 1992 +A2:2013, IPX8 Depth: 1.1 meters (the lowest point of the enclosure at 1.1 metres depth) Duration: 30 minutes</p>		
<p>Results:</p> <p>Post IPX8 test inspection: The customer requested the test items to be left operational for the test. ETS performed a test item post-test inspection and found no water ingress. See attached photographs. After the post-test inspection, a functional test (not covered by UKAS accreditation) was carried out remotely by Buddi. Buddi reported the test item functioned normally.</p>		
<p>Comments:</p> <p>The test item was received in good visual condition for testing on 16 August 2023. The test was performed on 21 August 2023. The test was performed in accordance with the test specification shown above. The water temperature was 22°C. The test item and water was preconditioned in the lab to 22°C before the test was performed. The formal post-test functionality testing of the test item was the customer's responsibility. Certificate attachment issued: Water Immersion Test- IPX8 Photographic Records (4 pages). All test records for the work detailed above are filed at ETS under Route Card No: 3352.</p>		
<p>Prepared by:  N Bond</p>		
<p><small>Disclaimer: Opinions and interpretations expressed herein are outside the scope of our UKAS accreditation. Results from tests which are not covered by our accreditation are clearly defined within the text of this certificate. The results recorded within this certificate apply only to the item(s) and piece(s) referenced herein. This certificate may not be reproduced, except in full, without the written permission of ETS Ltd.</small></p>		



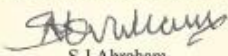

SURETAG HUMIDITY – TEST CERTIFICATE

<h2 style="margin: 0;">CERTIFICATE OF TEST</h2> <p style="margin: 0;">DATE OF ISSUE: 2 October 2023 CERTIFICATE NUMBER: U4395-1</p>		 <p style="margin: 0;">1909</p>
	<p style="margin: 0;">Tel: 0118 966 2724 E-Mail: ets@etsonline.co.uk</p> <h3 style="margin: 0;">ENVIRONMENTAL TEST SERVICES</h3> <p style="margin: 0;">Environmental Test Services Limited, Unit 38 Suttons Business Park, Suttons Park Avenue, Reading, Berks RG6 1AZ</p>	
<p style="margin: 0;"><small>Registered in England No: 3110350</small></p>		<p style="margin: 0;">PAGE 1 OF 1 PAGES</p> <p style="margin: 0;">APPROVED SIGNATORY</p> <p style="margin: 0;"> S J Abraham Laboratory Manager</p>
<p style="margin: 0;">Customer: Buddi Ltd Talbot House 17 Church Street Rickmansworth Herts WD3 1DE</p>	<p style="margin: 0;">Order No: OWP3841</p>	
<p style="margin: 0;">Description of Equipment Tested:</p> <p style="margin: 0;">1 off SureTag (with the SureTag Strap (33cm) fitted) Part No: S12-BUD-1-868-EU-0 UBIN: SUE00020</p> <p style="margin: 0; text-align: center;">Manufactured by Buddi Ltd</p>		
<p style="margin: 0;">Tested to:</p> <p style="margin: 0;">Damp Heat, Cyclic Test BS EN60068-2-30:2005, Test Db, Variant 2 Initial stabilising conditions 25°C to 28°C, 45% to 75% rh for 4 hours minimum duration 25°C 95-100% rh to 40°C 90-96% rh 1 cycle No recovery conditions Test items operational throughout the test</p>		
<p style="margin: 0;">Comments:</p> <p style="margin: 0;">The test items were received in good visual condition for testing on 15 September 2023. The test was started on 27 September 2023 and completed 28 September 2023. The test was performed in accordance with the test specification shown above. A pre and post test functional test was carried out remotely by Buddi. Buddi reported the test item functioned normally. The test item functionality testing is outside the laboratory's scope of UKAS accreditation. Photographic records were issued as a certificate attachment (2 pages). Recorded temperature data from thermocouples was issued as a certificate attachment (1 page). All test records for the work detailed above are filed at ETS under Route Card No: 3358.</p>		
<p style="margin: 0;">Prepared by:  N Bond</p>		
<p style="margin: 0;"><small>Disclaimer(s): Opinions and interpretations expressed herein are outside the scope of our UKAS accreditation. Results from tests which are not covered by our accreditation are clearly defined within the text of this certificate. The results recorded within this certificate apply only to the items/equipment referenced herein. This certificate may not be reproduced, except in full, without the written permission of ETS Ltd.</small></p> <p style="margin: 0; text-align: right;"><small>ETSGF15303 Issue 9 11/22</small></p>		



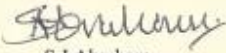

SURETAG TEMPERATURE OPERATIONAL – TEST CERTIFICATE

<h2 style="margin: 0;">CERTIFICATE OF TEST</h2> <p style="margin: 0;">DATE OF ISSUE: 2 October 2023 CERTIFICATE NUMBER: U4393-1</p>		 <p style="margin: 0;">1909</p>
 <p style="margin: 0;">ENVIRONMENTAL TEST SERVICES</p> <p style="margin: 0; font-size: small;">Environmental Test Services Limited, Unit 38 Suttons Business Park, Suttons Park Avenue, Reading, Berks RG6 1AZ</p>	<p style="margin: 0;">Tel: 0118 966 2724 E-Mail: ets@etsonline.co.uk</p> <p style="margin: 0;">PAGE 1 OF 1 PAGES</p> <p style="margin: 0;">APPROVED SIGNATORY</p> <p style="margin: 0; font-size: small;">  S J Abraham Laboratory Manager </p>	
<p style="margin: 0; font-size: x-small;">Registered in England No: 3110350</p> <hr/> <p style="margin: 0;">Customer: Buddi Ltd Talbot House 17 Church Street Rickmansworth Herts WD3 1DE</p> <p style="margin: 0; text-align: right;">Order No: OWP3841</p> <p style="margin: 0;">Description of Equipment Tested:</p> <p style="margin: 0; padding-left: 20px;">1 off SureTag (with the SureTag Strap (33cm) fitted) Part No: S12-BUD-1-868-EU-0 UBIN: SUE00020</p> <p style="margin: 0; padding-left: 40px;">Manufactured by Buddi Ltd</p> <p style="margin: 0;">Tested to:</p> <p style="margin: 0; padding-left: 20px;"> Extreme Temperature BS EN60068-2-14:2009, Test Nb Temperature extremes: -20°C and +55°C Dwells at extremes: 3 hours Ramp rate between extremes 1°C/minute 2 cycles Test item operational throughout the test </p> <p style="margin: 0;">Comments:</p> <p style="margin: 0; padding-left: 20px;"> The test items were received in good visual condition for testing on 15 September 2023. The test was started on 19 September 2023 and completed 20 September 2023. The test was performed in accordance with the test specification shown above. A pre and post test functional test was carried out remotely by Buddi. Buddi reported the test item functioned normally. The test item functionality testing is outside the laboratory's scope of UKAS accreditation. Photographic records were issued as a certificate attachment (2 pages). Recorded temperature data from thermocouples was issued as a certificate attachment (1 page). All test records for the work detailed above are filed at ETS under Route Card No: 3358. </p> <hr/> <p style="margin: 0;">Prepared by:  N Bond</p>		
<p style="margin: 0;">Disclaimer: Opinions and interpretations expressed herein are outside the scope of our UKAS accreditation. Results from tests which are not covered by our accreditation are clearly defined within the text of this certificate. The results recorded within this certificate apply only to the items/equipment referenced herein. This certificate may not be reproduced, except in full, without the written permission of ETS Ltd.</p> <p style="margin: 0; text-align: right;">ETS0015303 TESTIN 2 11/22</p>		

SURETAG TEMPERATURE STORAGE – TEST CERTIFICATE

<h2 style="margin: 0;">CERTIFICATE OF TEST</h2>		 <small>1909</small>
DATE OF ISSUE: 2 October 2023	CERTIFICATE NUMBER: U4394-1	
	<p>Tel: 0118 966 2724 E-Mail: ets@etsonline.co.uk</p> <h3 style="margin: 0;">ENVIRONMENTAL TEST SERVICES</h3> <p style="font-size: small;">Environmental Test Services Limited, Unit 38 Suttons Business Park, Suttons Park Avenue, Reading, Berks RG6 1AZ</p>	
<small>Registered in England No: 3110350</small>		<small>PAGE 1 OF 1 PAGES</small> <small>APPROVED SIGNATORY</small>  <small>S J Abraham</small> <small>Laboratory Manager</small>
Customer: Buddi Ltd Talbot House 17 Church Street Rickmansworth Herts WD3 1DE	Order No: OWP3841	
Description of Equipment Tested: 1 off SureTag Part No: S12-BUD-1-868-EU-0 UBIN: SUE00020 Manufactured by Buddi Ltd		
Tested to: 1. High Temperature – storage BS EN60068-2-2:2007, Test Bb +70°C for 72 hours 2. Low Temperature – storage BS EN60068-2-1:2007, Test Ab -40°C for 72 hours		
Comments: The test items were received in good visual condition for testing on 15 September 2023. The test was started on 20 September 2023 and completed 26 September 2023. The test was performed in accordance with the test specification shown above. A pre and post test functional test was carried out remotely by Buddi. Buddi reported the test item functioned normally. The test item functionality testing is outside the laboratory's scope of UKAS accreditation. Photographic records were issued as a certificate attachment (2 pages). Recorded temperature data from thermocouples was issued as a certificate attachment (1 page). All test records for the work detailed above are filed at ETS under Route Card No: 3358.		
Prepared by:  N Bond		
<small> Disclaimers: Opinions and interpretations expressed herein are outside the scope of our UKAS accreditation. Results from tests which are not covered by our accreditation are clearly defined within the text of this certificate. The results recorded within this certificate apply only to the items/equipment referenced herein. This certificate may not be reproduced, except in full, without the written permission of ETS Ltd. </small>		

SURETAG DROP – TEST CERTIFICATE

<h2 style="margin: 0;">CERTIFICATE OF TEST</h2> <p style="margin: 0;">DATE OF ISSUE: 2 October 2023 CERTIFICATE NUMBER: U4398-1</p>		 <p style="margin: 0;">1909</p>		
 <p style="margin: 0;">Tel: 0118 966 2724 E-Mail: ets@etsonline.co.uk</p> <h3 style="margin: 0;">ENVIRONMENTAL TEST SERVICES</h3> <p style="margin: 0; font-size: small;">Environmental Test Services Limited, Unit 38 Suttons Business Park, Suttons Park Avenue, Reading, Berks RG6 1AZ</p>	<p style="margin: 0;">PAGE 1 OF 1 PAGES</p> <p style="margin: 0;">APPROVED SIGNATORY</p>  <p style="margin: 0; font-size: small;">S J Abraham Laboratory Manager</p>			
<p style="margin: 0; font-size: x-small;">Registered in England No: 3110350</p>				
<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <p>Customer: Buddi Ltd Talbot House 17 Church Street Rickmansworth Herts WD3 1DE</p> </td> <td style="width: 50%; vertical-align: top;"> <p>Order No: OWP3841</p> </td> </tr> </table>			<p>Customer: Buddi Ltd Talbot House 17 Church Street Rickmansworth Herts WD3 1DE</p>	<p>Order No: OWP3841</p>
<p>Customer: Buddi Ltd Talbot House 17 Church Street Rickmansworth Herts WD3 1DE</p>	<p>Order No: OWP3841</p>			
<p>Description of Equipment Tested:</p> <p style="margin-left: 40px;">1 off SureTag (with no strap fitted) Part No: S12-BUD-1-868-EU-0 UBIN: SUE00021</p> <p style="margin-left: 40px;">Manufactured by Buddi Ltd</p>				
<p>Tested to:</p> <p style="margin-left: 40px;">Freefall BS EN60068-2-31:2008, Test Ec Drop height: 0.75 metre 5 drops onto front face 5 drops onto top face 5 drops onto bottom face 5 drops onto rear face</p>				
<p>Comments:</p> <p style="margin-left: 40px;">The test item was received in good visual condition for testing on 15 September 2023. The freefall testing was performed on 2 October 2023. The testing was performed in accordance with the test specification shown above. The test item was dropped on to the concrete floor from a height of 0.75 metres five times on each of the four faces as identified in the accompanying attachment. The test item was operational throughout the test, the customer monitored the test item remotely and confirmed that the test item was working both before and after the testing. The formal post-test visual inspection and functional test of the test item was the customer's responsibility and are outside of the laboratory's scope of UKAS accreditation. Photographs of the free fall test set-up were issued as a certificate attachment (1 page). All test records for the work detailed above are filed at ETS under Route Card No: 3358.</p>				
<p>Prepared by:  _____ R F Cracknell</p>				
<p style="font-size: x-small;"> Disclaimer(s) Opinions and interpretations expressed herein are outside the scope of our UKAS accreditation. Results from tests which are not covered by our accreditation are clearly defined within the text of this certificate. The results recorded within this certificate apply only to the item/equipment referenced herein. This certificate may not be reproduced, except in full, without the written permission of ETS Ltd. </p> <p style="text-align: right; font-size: x-small;">BTS6F15303 Issue 8 11/22</p>				

SURETAG CE CONFORMITY CERTIFICATE

VERIFICATION OF CONFORMITY

**Verification Of Conformity**

No.: STS2309073RE

Product : SureTag

Brand : Buddi Ltd

Model(s) No. : S12-BUD-1-868-EU-0,1000001

Holder : Buddi Limited

Address : Talbot House, 17 Church Street, Rickmansworth, Herts, WD3 1DE, UK

Manufacturer : Buddi Limited

Address : Talbot House, 17 Church Street, Rickmansworth, Herts, WD3 1DE, UK

The submitted sample of the above product has been tested according with Standard(s) used for showing compliance with the essential requirements in the specified directive(s):
Radio Equipment Directive (RED) 2014/53/EU.

Standard(s): Refer to attachment

Test report(s) No.: Refer to attachment



Approved by: *Boony Yung*
24 Oct. 2023 Department Manager



Shenzhen STS Test Services Co., Ltd.
101, Building B, Zhuoke Science Park, No. 190 Chongqing Road, Zhancheng Shequ, Fuhai Sub-District,
Bao'an District, Shenzhen, China
Tel: +86-755 3688 6288 Fax: +86-755 3688 6277 E-mail: sts@stsapp.com



No.: STS2309073RE

Standard(s)	Test report(s) No.:
Article 3.1a)	EN IEC 62368-1:2020+A11:2020
	IEC 62368-1: 2018
	EN 50663:2017
Article 3.1b)	EN 301 489-1 V2.2.3
	EN 301 489-3 V2.2.0
	EN 55032:2015/A11:2020
	EN IEC 61000-3-2:2019/A1:2021
	EN 61000-3-3:2013/A2:2021
	EN 55035:2017/A11:2020
Article 3.2)	EN 300 220-1 V3.1.1
	EN 300 220-2 V3.2.1

The applicant of the certificate is authorized to use this certificate in connection with EC declaration of conformity to the Directive. The certificate is only applicable to the equipments described above.

Shenzhen STS Test Services Co., Ltd.

101, Building B, Zhuoke Science Park, No. 190 Chongqing Road, Zhancheng Shequ, Fuhai Sub-District, Bao'an District, Shenzhen, China

Tel: +86-755 3688 6288 Fax: +86-755 3688 6277 E-mail: sts@stsapp.com

SURETAG UKCA CERTIFICATE

VERIFICATION OF CONFORMITY



Verification Of Conformity

No.: STS2309073U

Product : SureTag

Brand : Buddi Ltd

Model(s) No. : S12-BUD-1-868-EU-0,1000001

Holder : Buddi Limited

Address : Talbot House, 17 Church Street, Rickmansworth, Herts, WD3 1DE, UK

Manufacturer : Buddi Limited

Address : Talbot House, 17 Church Street, Rickmansworth, Herts, WD3 1DE, UK

*The submitted sample of the above product has been tested according with Standard(s) used for showing compliance with the essential requirements in the specified directive(s):
Radio Equipment Regulations 2017, S.I. 2017/1206 (as amended by SI 2019:696).*

Standard(s):Refer to attachment

Test report(s) No.: Refer to attachment



Approved by: *Bonny Yung*
24 Oct. 2023 Department Manager



Shenzhen STS Test Services Co., Ltd.
101, Building B, Zhuoke Science Park, No. 190 Chongqing Road, Zhancheng Shequ, Fuhai Sub-District,
Bao'an District, Shenzhen, China
Tel: +86-755 3688 6288 Fax: +86-755 3688 6277 E-mail: sts@stsapp.com



No.: STS2309073U

Standard(s)	Test report(s) No.:
Article 3.1a) BS EN IEC 62368-1:2020+A11:2020	STS2309073A02
BS IEC 62368-1: 2018	
BS EN 50663:2017	STS2309073H02
Article 3.1b) EN 301 489-1 V2.2.3	STS2309073E04
EN 301 489-3 V2.2.0	
BS EN 55032:2015/A11:2020	STS2309073E03
BS EN IEC 61000-3-2:2019/A1:2021	
BS EN 61000-3-3:2013/A2:2021	
BS EN 55035:2017/A11:2020	
Article 3.2) EN 300 220-1 V3.1.1	STS2309073W01
EN 300 220-2 V3.2.1	

The applicant of the certificate is authorized to use this certificate in connection with UK declaration of conformity to the Directive. The certificate is only applicable to the equipments described above.

Shenzhen STS Test Services Co., Ltd.

101, Building B, Zhuoke Science Park, No. 190 Chongqing Road, Zhancheng Shequ, Fuhai Sub-District, Bao'an District, Shenzhen, China

Tel: +86-755 3688 6288 Fax: +86-755 3688 6277 E-mail: sts@stsapp.com

SURETAG FCC CERTIFICATE

TCB

**GRANT OF EQUIPMENT
AUTHORIZATION**

TCB

Certification

**Issued Under the Authority of the
Federal Communications Commission**

By:

**MICOM Labs
575 Boulder Court
Pleasanton, CA 94566**

Date of Grant: 11/07/2023

Application Dated: 11/07/2023

**Buddi Limited
Talbot House
17 Church Street
Rickmansworth, WD3 1DE
United Kingdom**

Attention: Brad Bulke , Head of Product Engineering

NOT TRANSFERABLE

EQUIPMENT AUTHORIZATION is hereby issued to the named GRANTEE, and is
VALID ONLY for the equipment identified hereon for use under the Commission's
Rules and Regulations listed below.

FCC IDENTIFIER: ZDLRF4

Name of Grantee: Buddi Limited

Equipment Class: Part 15 Low Power Communication Device

Transmitter

Notes: SureTag

Grant Notes

FCC Rule Parts

15C

**Frequency
Range (MHZ)**

914.5 - 921.0

**Output
Watts**

**Frequency
Tolerance**

**Emission
Designator**



SMART TAG CE CONFORMITY CERTIFICATE

Certificate • 認証証書 • 인증증서 • diplômes • Certificado • Свидетельство



VERIFICATION OF CONFORMITY

Certificate No.: STS2303325RE

Product : Smart Tag 5

Brand : Buddi Ltd

Model(s) No. : S1-BUD-A-TENX-B-TEEU-LX, S1-BUD-A-TENX-B-TEEU-L

Holder : Buddi Ltd

Address : Talbot House, 17 Church Street, Rickmansworth, UK, WD3 1DE

Manufacturer : Buddi Ltd

Address : Talbot House, 17 Church Street, Rickmansworth, UK, WD3 1DE

The submitted sample of the above product has been tested according with Standard(s) used for showing compliance with the essential requirements in the specified directive(s):
Radio Equipment Directive (RED) 2014/53/EU.

Standard(s): Refer to attachment

Test report(s) No.: Refer to attachment



Approved by: *Donny Yung*
20 Apr. 2023 Department Manager



Shenzhen STS Test Services Co., Ltd.
A 1/F, Building B, Zhuoke Science Park, No.190 Chongqing Road, HepingShequ, Fuyong Sub-District,
Bao'an District, Shenzhen, Guang Dong, China
Tel: +86-755 3688 6288 Fax: +86-755 3688 6277 E-mail: sts@stsapp.com



Certificate No.: STS2303325RE

Standard(s)		Test report(s) No.:
Article 3.1a)	EN IEC 62368-1:2020+A11:2020 IEC 62368-1: 2018 EN 50566: 2017 EN IEC/IEEE 62209-1528:2021 EN 50663: 2017; EN 62479: 2010	STS2303325A01 STS2303325H01
Article 3.1b)	EN 301 489-1 V2.2.3 EN 301 489-3 V2.1.2 EN 301 489-17 V3.2.4 EN 301 489-52 V1.2.1 EN 301 489-19 V2.1.1 EN 55032:2015/A11:2020 EN 55035:2017/A11:2020	STS2303325E01 STS2303325E02
Article 3.2)	EN 300 328 V2.2.2 EN 301 511 V12.5.1 EN 301 908-1 V15.1.1 EN 301 908-2 V13.1.1 EN 301 908-13 V13.1.1 ETSI EN 303 413 V1.2.1 ETSI EN 300 220-1 V3.1.1 ETSI EN 300 220-2 V3.2.1	STS2303325W02 STS2303325W01 STS2303325W03 STS2303325W04

The applicant of the certificate is authorized to use this certificate in connection with EC declaration of conformity to the Directive. The certificate is only applicable to the equipments described above.

Shenzhen STS Test Services Co., Ltd.
A 1/F, Building B, Zhuoke Science Park, No.190 Chongqing Road, HepingShequ, Fuyong Sub-District,
Bao'an District, Shenzhen, Guang Dong, China
Tel: +86-755 3688 6288 Fax: +86-755 3688 6277 E-mail: sts@stsapp.com

SMART TAG UKCA CERTIFICATE

Certificate • 認証証書 • 인증증서 • diplômes • Certificado • Свидетельство



VERIFICATION OF CONFORMITY

Certificate No.: STS2303325U

Product : Smart Tag 5

Brand Name : Buddi Ltd

Model(s) No. : S1-BUD-A-TENX-B-TEEU-LX, S1-BUD-A-TENX-B-TEEU-L

Holder : Buddi Ltd

Address : Talbot House, 17 Church Street, Rickmansworth, UK, WD3 1DE

Manufacturer : Buddi Ltd

Address : Talbot House, 17 Church Street, Rickmansworth, UK, WD3 1DE

The submitted sample of the above product has been tested according with Standard(s) used for showing compliance with the essential requirements in the specified directive(s):
Radio Equipment Regulations 2017, SI 2017:1206 (as amended by SI 2019:696).

Standard(s): Refer to attachment

Test report(s) No.: Refer to attachment



Approved by:

Dorothy Yung

20 Apr. 2023 Department Manager



Shenzhen STS Test Services Co., Ltd.

A 1/F, Building B, Zhuoke Science Park, No.190 Chongqing Road, HepingShequ, Fuyong Sub-District,
 Bao'an District, Shenzhen, Guang Dong, China

Tel: +86-755 3688 6288 Fax: +86-755 3688 6277 E-mail: sts@stsapp.com



Certificate No.: STS2303325U

Standard(s)		Test report(s) No.:	
Article 6(1)(a)	BS EN IEC 62368-1:2020+A11:2020	STS2303325A02	
	IEC 62368-1: 2018		
	EN 50566: 2017	STS2303325H01	
	EN IEC/IEEE 62209-1528:2021		
	EN 50663: 2017; EN 62479: 2010		
Article 6(1)(b)	EN 301 489-1 V2.2.3	STS2303325E01	
	EN 301 489-3 V2.1.2		
	EN 301 489-17 V3.2.4		
	EN 301 489-52 V1.2.1		
	EN 301 489-19 V2.1.1		
	BS EN 55032:2015/A11:2020	STS2303325E03	
	BS EN 55035:2017/A11:2020		
	Article 6(2)	EN 300 328 V2.2.2	STS2303325W02
		EN 301 511 V12.5.1	STS2303325W01
		EN 301 908-1 V15.1.1	
EN 301 908-2 V13.1.1			
EN 301 908-13 V13.1.1			
ETSI EN 303 413 V1.2.1		STS2303325W03	
ETSI EN 300 220-1 V3.1.1		STS2303325W04	
	ETSI EN 300 220-2 V3.2.1		

The applicant of the certificate is authorized to use this certificate in connection with UK declaration of conformity to the Directive. The certificate is only applicable to the equipments described above.

Shenzhen STS Test Services Co., Ltd.

A 1/F, Building B, Zhuoke Science Park, No.190 Chongqing Road, HepingShequ, Fuyong Sub-District, Bao'an District, Shenzhen, Guang Dong, China

Tel: +86-755 3688 6288 Fax: +86-755 3688 6277 E-mail: sts@stsapp.com

SMART TAG FCC CERTIFICATE

TCB

**GRANT OF EQUIPMENT
AUTHORIZATION**

TCB

**Certification
Issued Under the Authority of the
Federal Communications Commission
By:**

**UL International (UK) Ltd
Unit 1-3 Horizon Business Park Wade
Road
Basingstoke, RG24 8AH
United Kingdom**

Date of Grant: 05/18/2023

Application Dated: 05/18/2023

**Buddi Limited
Talbot House
17 Chruch Street
Rickmansworth, WD3 1DE
United Kingdom**

Attention: Brad Buike , Head of Product Engineering

NOT TRANSFERABLE

EQUIPMENT AUTHORIZATION is hereby issued to the named GRANTEE, and is VALID ONLY for the equipment identified hereon for use under the Commission's Rules and Regulations listed below.


**FCC IDENTIFIER: ZDLST7
Name of Grantee: Buddi Limited
Equipment Class: Digital Transmission System
Notes: Smart Tag 5 XB**


<u>Grant Notes</u>	<u>FCC Rule Parts</u>	<u>Frequency Range (MHZ)</u>	<u>Output Watts</u>	<u>Frequency Tolerance</u>	<u>Emission Designator</u>
CC	15C	2412.0 - 2462.0	0.037		

Power output listed is conducted. The antenna(s) used for this transmitter must not be collocated or operating in conjunction with any other antenna or transmitter, except as specified in this filing. Grantee must provide installation and operating instructions for complying with FCC multi-transmitter product procedures. End-users must be provided with specific operating instructions for satisfying RF exposure compliance. This device has 20 MHz bandwidth mode.

CC: This device is certified pursuant to two different Part 15 rules sections.

SMART TAG IP6X – CERTIFICATE

<h2 style="margin: 0;">CERTIFICATE OF TEST</h2>		
DATE OF ISSUE: 26 March 2014	CERTIFICATE NUMBER: U2531	



Environmental Test Services Ltd, Ladbroke Close, Woodley, Berks, RG5 4DX

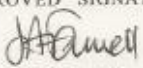
ENVIRONMENTAL TEST SERVICES

Tel: 0118 927 2220 Fax: 0118 927 2120 E-Mail: ets@etsonline.co.uk

Registered in England No: 3110350

PAGE **1** OF **1** PAGES

APPROVED SIGNATORY


J A Fennell
Laboratory Manager

Customer: buddi Ltd
Talbot House
17 Church Street
Rickmansworth
Herts
WD3 1DE

Order No: 8766622

Description of Equipment Tested:

1 off IP Test Unit
Serial No: RC2342/03/01*

*Number allocated by ETS in the absence of any other unique identification

Manufactured by buddi Ltd

Tested to:

buddi Document: Smart Tag Mechanical Test Protocol, Doc Ref: STG-MECHTP, Version: 0.1, Date: 26.2.14, Paragraph 3.1

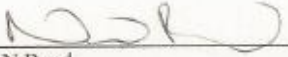
Dust Ingress Test
BS EN 60529:1992, Paragraph 13.4 IP6X

Results:

Post IP6X test inspection:
No dust was found inside the enclosure

Comments:


The test item was received in good visual condition for testing on 3 March 2014.
The test was started on 5 March 2014 and was completed on 6 March 2014.
The test was performed in accordance with the test specification shown above.
ETS fitted a vacuum line port to the rear of the case.
The test duration was 8 hours.
A single attachment to this certificate "INGRESS PROTECTION TEST – IP6X: PRE AND POST TEST PHOTOGRAPHS" was issued to the customer.
All test records for the work detailed above are filed at ETS under Route Card No: 2342/3.


Prepared by: 
N Bond

Disclaimer(s): The results recorded within this certificate apply only to the items/equipment referenced herein.
This certificate may not be reproduced, except in full, without the written permission of ETS Ltd.

ETS0315303 Issue 6 02/14

SMART TAG IPX8 – CERTIFICATE

<h2 style="margin: 0;">CERTIFICATE OF TEST</h2>		
DATE OF ISSUE: 26 March 2014	CERTIFICATE NUMBER: U2532	




Environmental Test Services Ltd, Ladbroke Close, Woodley, Berks, RG5 4DX

ENVIRONMENTAL TEST SERVICES

Tel: 0118 927 2220 Fax: 0118 927 2120 E-Mail: ets@etsonline.co.uk

PAGE **1** OF **1** PAGES

APPROVED SIGNATORY



J A Fennell
Laboratory Manager

Registered in England No: 3110350

Customer: buddi Ltd
Talbot House
17 Church Street
Rickmansworth
Herts
WD3 1DE

Order No: 8766622

Description of Equipment Tested:

1 off Smart Tag Unit
UBIN: DZM02320
Manufactured by buddi Ltd

Tested to:

buddi Document: Smart Tag Mechanical Test Protocol, Doc Ref: STG-MECHTP, Version: 0.1, Date: 26.2.14, Paragraph 3.2


Water Ingress Test
BS EN 60529: 1992, Paragraph 14.2.8 IPX8
Immersion depth: 5m, duration: 1 hour

Results:

Post IPX8 test inspection:
No water was found inside the enclosure

Comments:

The test item was received in good visual condition for testing on 3 March 2014.
The test was performed on 6 March 2014.
The test was performed in accordance with the test specification shown above.
The water temperature was 16°C.
Functional performance of the test item was the responsibility of the customer. ETS complied with the requirements of the test specification to enable the functional performance to be determined by buddi at the appropriate times.
A single attachment to this certificate "IMMERSION TEST – IPX8: TEST SET-UP PHOTOGRAPH" was issued to the customer.
All test records for the work detailed above are filed at ETS under Route Card No: 2342/3.


Prepared by: 


N Bond

Disclaimer(s): The results recorded within this certificate apply only to the items/equipment referenced herein.
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ETS015303 Issue 6 02/14

SMART TAG EXTREME TEMPERATURE – TEST CERTIFICATE

<h2 style="margin: 0;">CERTIFICATE OF TEST</h2>		
DATE OF ISSUE: 26 March 2014	CERTIFICATE NUMBER: U2533	



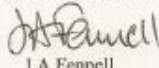
Environmental Test Services Ltd, Ladbroke Close, Woodley, Berks, RG5 4DX

ENVIRONMENTAL TEST SERVICES

Tel: 0118 927 2220 Fax: 0118 927 2120 E-Mail: ets@etsonline.co.uk

PAGE **1** OF **1** PAGES

APPROVED SIGNATORY



J A Fennell
Laboratory Manager

Registered in England No: 3110350

Customer: buddi Ltd
Talbot House
17 Church Street
Rickmansworth
Herts
WD3 1DE

Order No: 8766622

Description of Equipment Tested:

1 off Smart Tag Unit
UBIN: DZM02321
Manufactured by buddi Ltd


Tested to:

buddi Document: Smart Tag Mechanical Test Protocol, Doc Ref: STG-MECHTP, Version: 0.1, Date: 26.2.14, Paragraph 3.3

Extreme Temperature Operation
BS EN60068-2-14 Test Nb
Temperature extremes: -20°C and 55°C
Dwells at extremes: 3 hours
Ramp rate between extremes 1°C/minute
2 cycles to be performed



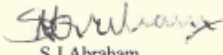
Comments:

The test item was received in good visual condition for testing on 3 March 2014.
The test was started on 7 March 2014 and completed 10 March 2014.
The test was performed in accordance with the test specification shown above.
Functional performance of the test item was the responsibility of the customer. ETS complied with the requirements of the test specification to enable the functional performance to be determined by buddi at the appropriate times.
A single attachment to this certificate "EXTREME TEMPERATURE TEST –TEST SET-UP PHOTOGRAPH" was issued to the customer.
All test records for the work detailed above are filed at ETS under Route Card No: 2342/3.

Prepared by: 
N Bond

2780615303 Issue 6 02/14

SMART TAG TEMPERATURE STORAGE – TEST CERTIFICATE

<h2 style="margin: 0;">CERTIFICATE OF TEST</h2> <p style="margin: 0;">DATE OF ISSUE: 29 March 2018 CERTIFICATE NUMBER: U3509-1</p>			
	<p>Tel: 0118 966 2724 Fax: 0118 966 9023 E-Mail: ets@etsonline.co.uk</p> <p>ENVIRONMENTAL TEST SERVICES</p> <p>Environmental Test Services Limited, Unit 38 Suttons Business Park, Suttons Park Avenue, Reading, Berks RG6 1AZ</p>		<p>PAGE 1 OF 1 PAGES</p> <p>APPROVED SIGNATORY</p> <p> S J Abraham Laboratory Manager</p>
<p><small>Registered in England No: 3110350</small></p>			


<p><u>Customer:</u> buddi Ltd Talbot House 17 Church Street Rickmansworth Herts WD3 1DE</p>	<p><u>Order No:</u> OWP1031</p>
--------------------------------------------------------------------------------------------------------------------	------------------------------------

Description of Equipment Tested:
 1 off Smart Tag
 Part No: S1-BUD-B-TE2RB-WIQDV
 Serial No: STL15035

Manufactured by buddi Ltd

Tested to:
High Temperature – storage
 BS EN60068-2-2:2007, Test Bb
 +70°C for 72 hours
Low Temperature – storage
 BS EN60068-2-1:2007, Test Ab
 -40°C for 72 hours



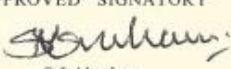
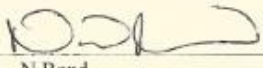
Comments:
 The test item was received in good visual condition for testing on 15 March 2018.
 The tests were started on 22 March 2018 and completed 29 March 2018.
 The testing was performed in accordance with the test specification shown above.
 The test item was non-operational during the tests and, following the testing, the customer was able to remotely check for functionality and reported that the test item functioned correctly.
 The formal post test visual inspection and functional test of the test item was the customer's responsibility.
 A single page attachment to this certificate "High and Low Temperature Tests - Storage: Photographic Records" was issued to the customer.
 All test records for the work detailed above are filed at ETS under Route Card No: 2886.

Prepared by: 
 N Bond

Disclaimer(s): Opinions and interpretations expressed herein are outside the scope of our UKAS accreditation.
 This certificate may not be reproduced, except in full, without the written permission of ETS Ltd.
 The results recorded within this certificate apply only to the items/equipment referenced herein.

ETS0715303 Issue 7 04/15

SMART TAG TEMPERATURE OPERATIONAL - TEST CERTIFICATE

<h2 style="margin: 0;">CERTIFICATE OF TEST</h2>		
DATE OF ISSUE: 26 March 2018	CERTIFICATE NUMBER: U3508-1	
	Tel: 0118 966 2724 Fax: 0118 966 9023 E-Mail: ets@etsonline.co.uk <h3 style="margin: 0;">ENVIRONMENTAL TEST SERVICES</h3> Environmental Test Services Limited, Unit 38 Suttons Business Park, Suttons Park Avenue, Reading, Berks RG6 1AZ	
Registered in England No: 3110350		PAGE 1 OF 1 PAGES APPROVED SIGNATORY  S J Abraham Laboratory Manager
Customer: buddi Ltd Talbot House 17 Church Street Rickmansworth Herts WD3 1DE	Order No: OWP1031	
Description of Equipment Tested: 1 off Smart Tag Part No: S1-BUD-B-TE2RB-WIQDV Serial No: STL15035 Manufactured by buddi Ltd		
Tested to: High Temperature – operational In Accordance with BS EN60068-2-2:2007, Test Bb +55°C for 8 hours, then perform a functional check Low Temperature – operational In Accordance with BS EN60068-2-1:2007, Test Ab -10°C for 8 hours, then perform a functional check		
Comments: The test item was received in good visual condition for testing on 15 March 2018. The tests were started on 15 March 2018 and completed 20 March 2018. The testing was performed in accordance with the test specification shown above. The test item was operational during the tests and, following the testing, the customer was able to remotely check for functionality and reported that the test item functioned correctly. The formal post test visual inspection and functional test of the test item was the customer's responsibility. A single page attachment to this certificate "High and Low Temperature Tests - Operational: Photographic Records" was issued to the customer. All test records for the work detailed above are filed at ETS under Route Card No: 2886.		
Prepared by:  N Bond		
Disclaimer(s): Opinions and interpretations expressed herein are outside the scope of our UKAS accreditation. This certificate may not be reproduced, except in full, without the written permission of ETS Ltd. The results recorded within this certificate apply only to the items/equipment referenced herein.		

ETS0315003 ISSUED 06/15

SMART BEACON FCC CERTIFICATE

TCB

GRANT OF EQUIPMENT AUTHORIZATION

TCB

Certification
Issued Under the Authority of the
Federal Communications Commission
By:

MICOM Labs
575 Boulder Court
Pleasanton, CA 94566

Date of Grant: 07/31/2023

Application Dated: 07/31/2023

Buddi Limited
Talbot House
17 Church Street
Rickmansworth, WD3 1DE
United Kingdom

Attention: Brad Bulke , Head of Product Engineering

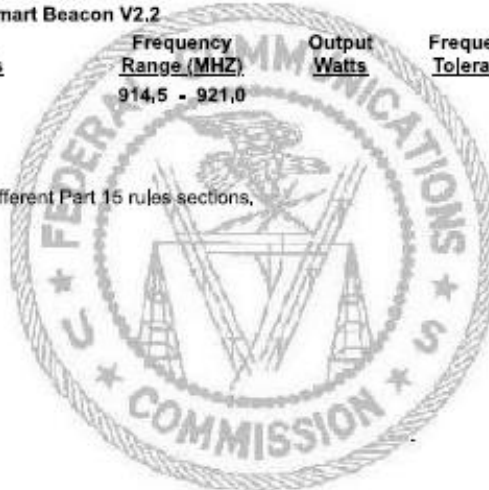
NOT TRANSFERABLE

EQUIPMENT AUTHORIZATION is hereby issued to the named GRANTEE, and is
VALID ONLY for the equipment identified hereon for use under the Commission's
Rules and Regulations listed below.

FCC IDENTIFIER: ZDLSB2
Name of Grantee: Buddi Limited
Equipment Class: Part 15 Low Power Communication Device
Transmitter
Notes: Smart Beacon V2.2

<u>Grant Notes</u>	<u>FCC Rule Parts</u>	<u>Frequency Range (MHZ)</u>	<u>Output Watts</u>	<u>Frequency Tolerance</u>	<u>Emission Designator</u>
CC	15C	914,5 - 921,0			

CC: This device is certified pursuant to two different Part 15 rules sections.



SMART BEACON CE CONFORMITY CERTIFICATE

Certificate • 認証証書 • 인증증서 • diplômes • Certificado • Свидетельство



VERIFICATION OF CONFORMITY

Certificate No.: STS2304344RE

Product : Smart Beacon V2.2

Brand : Buddi Limited

Model(s) No. : T7-BUD-A-TEEU-B-2.2, 3450006

Holder : Buddi Limited

Address : Talbot House, 17 Church Street, Rickmansworth, WD3 1DE, Hertfordshire, UK

Manufacturer : Buddi Limited

Address : Talbot House, 17 Church Street, Rickmansworth, WD3 1DE, Hertfordshire, UK

The submitted sample of the above product has been tested according with Standard(s) used for showing compliance with the essential requirements in the specified directive(s):
Radio Equipment Directive (RED) 2014/53/EU.

Standard(s): Refer to attachment

Test report(s) No.: Refer to attachment

Approved by: *Donny Yung*

22 May 2023 Department Manager



Shenzhen STS Test Services Co., Ltd.

A 1/F, Building B, Zhuoke Science Park, No.190 Chongqing Road, HepingShequ, Fuyong Sub-District, Bao'an District, Shenzhen, Guang Dong, China

Tel: +86-755 3688 6288 Fax: +86-755 3688 6277 E-mail: sts@stsapp.com



Certificate No.: STS2304344RE

Standard(s)	Test report(s) No.:
Article 3.1a) EN IEC 62368-1:2020+A11:2020	STS2304344A01
IEC 62368-1: 2018	
EN 50665:2017	STS2304344H01
Article 3.1b) EN 301 489-1 V2.2.3	STS2304344E01
EN 301 489-3 V2.1.2	
EN 301 489-17 V3.2.4	
EN 301 489-19 V2.1.1	
EN 301 489-52 V1.2.1	
Article 3.2) EN 300 328 V2.2.2	STS2304344W02
EN 301 511 V12.5.1	STS2304344W01
EN 301 908-1 V15.1.1	
EN 301 908-2 V13.1.1	
EN 301 908-13 V13.1.1	
EN 300 220-1 V3.1.1	STS2304344W03
EN 300 220-2 V3.2.1	
EN 303 413 V1.2.1	STS2304344W04

The applicant of the certificate is authorized to use this certificate in connection with EC declaration of conformity to the Directive. The certificate is only applicable to the equipments described above.

Shenzhen STS Test Services Co., Ltd.

A 1/F, Building B, Zhuoke Science Park, No.190 Chongqing Road, HepingShequ, Fuyong Sub-District, Bao'an District, Shenzhen, Guang Dong, China

Tel: +86-755 3688 6288 Fax: +86-755 3688 6277 E-mail: sts@stsapp.com

SMART BEACON IP5X - TEST CERTIFICATE

CERTIFICATE OF TEST	
DATE OF ISSUE: 16 June 2020	CERTIFICATE NUMBER: U3910-1




Tel: 0118 966 2724 Fax: 0118 966 9023 E-Mail: ets@etsonline.co.uk

ENVIRONMENTAL TEST SERVICES

Environmental Test Services Limited, Unit 38 Suttons Business Park,
Suttons Park Avenue, Reading, Berks RG6 1AZ

PAGE **1** OF **1** PAGES

APPROVED SIGNATORY


S J Abraham
Laboratory Manager

Registered in England No: 3110350

Customer: Buddi Ltd
Talbot House
17 Church Street
Rickmansworth
Herts WD3 1DE

Order No: OWP1887

Description of Equipment Tested:

1 off Smart Beacon V2*
Part No: T7-BUD-A-TEEUB-0*
Serial No: SBV00024*

Manufactured by Buddi Ltd
* (As advised by customer)

Tested to:

Dust Ingress Test
BS EN 60529: 1992 + A2:2013, IP5X Category 2

Results:

Post IP5X Category 2 test inspection:
Before the post test inspection a customer representative performed a test item functionality check and reported that the unit functioned correctly.
The post test inspection was performed by ETS and witnessed by the customer.
During the post test inspection dust ingress was found in the Smart Beacon V2.
See attached photographs.

Comments:

The test item was received in good visual condition for testing on 28 April 2020.
The test was started on 3 June 2020 and completed 4 June 2020.
The test was performed in accordance with the test specification shown above.
The dust ingress test duration was 8 hours.
The formal post test functionality testing of the test items was the customer's responsibility.
A certificate attachment was issued: Ingress Protection – IP5X: Photographic Records (3 pages).
All test records for the work detailed above are filed at ETS under Route Card No: 3075.

Prepared by:


N Bond

Disclaimer(s):

Opinions and interpretations expressed herein are outside the scope of our UKAS accreditation.
This certificate may not be reproduced, except in full, without the written permission of ETS Ltd.
The results recorded within this certificate apply only to the items/equipment referenced herein.

ETS0015303 Issue 7 04/15

SMART BEACON IPX4 - TEST CERTIFICATE

CERTIFICATE OF TEST

DATE OF ISSUE: **16 June 2020**

CERTIFICATE NUMBER: **U3911-1**



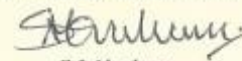
Tel: 0118 966 2724 Fax: 0118 966 9023 E-Mail: ets@etsonline.co.uk

ENVIRONMENTAL TEST SERVICES

Environmental Test Services Limited, Unit 38 Suttons Business Park,
Suttons Park Avenue, Reading, Berks RG6 1AZ

PAGE **1** OF **1** PAGES

APPROVED SIGNATORY



S J Abraham
Laboratory Manager

Registered in England No: 3110350

Customer: Buddi Ltd
Talbot House
17 Church Street
Rickmansworth
Herts WD3 1DE

Order No: OWP1887

Description of Equipment Tested:

1 off Smart Beacon V2*
Part No: T7-BUD-A-TEEUB-0*
Serial No: SBV00024*

Manufactured by Buddi Ltd
* (As advised by customer)

Tested to:

Water Ingress Test
BS EN 60529:1992 + A2:2013, IPX4

Results:

Post IPX4 test inspection:
Before the post test inspection a customer representative performed a test item functionality check and reported that the unit functioned correctly.
The post test inspection was performed by ETS and witnessed by the customer.
During the post test inspection water ingress was found in the Smart Beacon V2.
See attached photographs.

Comments:

The test item was received in good visual condition for testing on 28 April 2020.
The test was performed on 5 June 2020.
The test was performed in accordance with the test specification shown above except that the test was performed outside where the air temperature was 16°C. The water temperature was 13°C.
The test was performed outside using an oscillating tube.
The formal post test functionality testing of the test item was the customer's responsibility.
A certificate attachment was issued: Ingress Protection – IPX4: Photographic Records (3 pages).
All test records for the work detailed above are filed at ETS under Route Card No: 3075.

Prepared by:


N Bond


Disclaimer(s):

Opinions and interpretations expressed herein are outside the scope of our UKAS accreditation.
This certificate may not be reproduced, except in full, without the written permission of ETS Ltd.
The results recorded within this certificate apply only to the items/equipment referenced herein.

ETS0015303 Issue 7 04/15

SMART BEACON TEMPERATURE CERTIFICATE

<h2 style="margin: 0;">CERTIFICATE OF TEST</h2>		
DATE OF ISSUE: 16 June 2020	CERTIFICATE NUMBER: U3908-1	



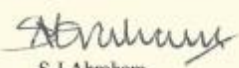
Tel: 0118 966 2724 Fax: 0118 966 9023 E-Mail: ets@etsonline.co.uk

ENVIRONMENTAL TEST SERVICES

Environmental Test Services Limited, Unit 38 Suttons Business Park,
Suttons Park Avenue, Reading, Berks RG6 1AZ

PAGE **1** OF **1** PAGES

APPROVED SIGNATORY



S J Abraham
Laboratory Manager

Registered in England No: 3110350

<p>Customer: Buddi Ltd Talbot House 17 Church Street Rickmansworth Herts WD3 1DE</p>	<p>Order No: OWP1887</p>
-------------------------------------------------------------------------------------------------------------	---------------------------------

Description of Equipment Tested:

- 1 off Smart Beacon V2*
Part No: T7-BUD-A-TEEUB-0
Serial No: SBV00023

- 1 off Smart Tag 4*
Part No: S1-BUD-B-TE2RB-TEEU3G
Serial No: STS00205


(*as advised by the customer)
Manufactured by Buddi Ltd

Tested to:

Extreme Temperature
BS EN60068-2-14:2009, Test Nb
Temperature extremes: -20°C and 55°C
Dwells at extremes: 3 hours
Ramp rate between extremes 1°C/minute, 2 cycles to be performed
Test items operational throughout the test

Comments:

The test item was received in good visual condition for testing on 26 May 2020.
The test was started on 26 May 2020 and completed 28 May 2020.
The testing was performed in accordance with the test specification shown above.
Before the start of testing, the customer set both the Smart Tag and Smart Beacon to be operational. The customer reported that the Smart Tag and Smart Beacon functioned normally during a post test functionality check. The test item functionality checks performed by the customer are outside the Laboratory's scope of UKAS accreditation.
The post test inspection and functionality testing of the test items was the customer's responsibility. Recorded temperature data for the test was issued as a single page certificate attachment. An additional single page attachment showing the photographic records for the test was also issued.
All test records for the work detailed above are filed at ETS under Route Card No: 3075.

Prepared by: 
N Bond

Disclaimer(s): Opinions and interpretations expressed herein are outside the scope of our UKAS accreditation.
This certificate may not be reproduced, except in full, without the written permission of ETS Ltd.
The results recorded within this certificate apply only to the items/equipment referenced herein.

ETSGF13303 Issue 7 04/15

SECURE BAND CE CERTIFICATION

Certificate • 認證證書 • 인증증서 • diplômes • Certificado • Свидетельство



VERIFICATION OF CONFORMITY

Certificate No.: STS2212052RE

Product : Secure Band

Brand : Buddi Ltd

Model(s) No. : T11-BUD-S8-868,7680002

Holder : Buddi Limited

Address : Talbot House, 17 Church Street, Rickmansworth, Herts, WD3 1DE, UK

Manufacturer : Buddi Ltd

Address : Talbot House, 17 Church Street, Rickmansworth, Herts, WD3 1DE, UK

The submitted sample of the above product has been tested according with Standard(s) used for showing compliance with the essential requirements in the specified directive(s):

Radio Equipment Directive (RED) 2014/53/EU.

Standard(s): Refer to attachment

Test report(s) No.: Refer to attachment



Approved by:

06 Jan. 2023 Department Manager



Shenzhen STS Test Services Co., Ltd.

A 1/F, Building B, Zhuoke Science Park, No.190 Chongqing Road, HepingShequ, Fuyong Sub-District, Bao'an District, Shenzhen, Guangdong, China
Tel: +86-755 3688 6288 Fax: +86-755 3688 6277 E-mail: sts@stsapp.com



Certificate No.: STS2212052RE

Standard(s)		Test report(s) No.:
Article 3.1a)	EN IEC 62368-1:2020+A11:2020	STS2212052A01
	IEC 62368-1: 2018	
	EN 50663:2017	
Article 3.1b)	EN 301 489-1 V2.2.3	STS2212052H01
	EN 301 489-3 V2.1.2	
	EN 55032:2015/A11:2020	STS2212052E01
	EN IEC 61000-3-2:2019/A1:2021	
	EN 61000-3-3:2013/A2:2021	
	EN 55035:2017/A11:2020	
Article 3.2)	EN 300 220-1 V3.1.1	STS2212052E02
EN 300 220-2 V3.2.1		

The applicant of the certificate is authorized to use this certificate in connection with EC declaration of conformity to the Directive. The certificate is only applicable to the equipments described above.

STS Test Services

Shenzhen STS Test Services Co., Ltd.

A 1/F, Building B, Zhuoke Science Park, No.190 Chongqing Road, HepingShequ, Fuyong Sub-District,
Bao'an District, Shenzhen, Guang Dong, China
Tel: +86-755 3688 6288 Fax: +86-755 3688 6277 E-mail: sts@stsapp.com

SECURE BAND FCC CERTIFICATE

TCB

**GRANT OF EQUIPMENT
AUTHORIZATION**

TCB

**Certification
Issued Under the Authority of the
Federal Communications Commission
By:**

**MiCOM Labs
575 Boulder Court
Pleasanton, CA 94566**

Date of Grant: 02/28/2023

Application Dated: 02/28/2023

**Buddi Limited
Talbot House
17 Church Street
Rickmansworth, WD3 1DE
United Kingdom**

Attention: Brad Buike , Head of Product Engineering

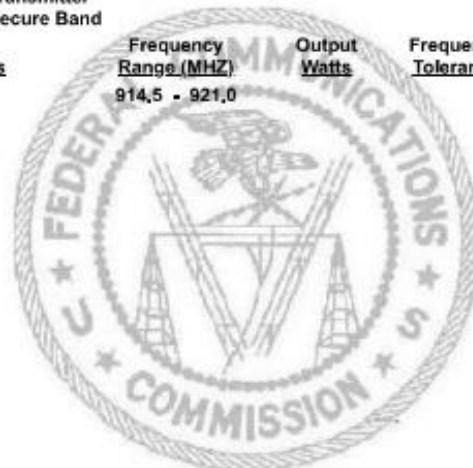
NOT TRANSFERABLE

EQUIPMENT AUTHORIZATION is hereby issued to the named GRANTEE, and is VALID ONLY for the equipment identified hereon for use under the Commission's Rules and Regulations listed below.

FCC IDENTIFIER: ZDLRF3
Name of Grantee: Buddi Limited
Equipment Class: Part 15 Low Power Communication Device
Transmitter
Notes: Secure Band

Grant Notes

FCC Rule Parts
15C



Frequency
Range (MHZ)
914.5 - 921.0

Output
Watts

Frequency
Tolerance

Emission
Designator

SECURE BAND UKCA CERTIFICATION (EMEA)

Certificate • 認證証書 • 인증증서 • diplômes • Certificado • Свидетельство



VERIFICATION OF CONFORMITY

Certificate No.: STS2212052U

Product : Secure Band

Brand : Buddi Ltd

Model(s) No. : T11-BUD-S8-868,7680002

Holder : Buddi Limited

Address : Talbot House, 17 Church Street, Rickmansworth, Herts, WD3 1DE, UK

Manufacturer : Buddi Ltd

Address : Talbot House, 17 Church Street, Rickmansworth, Herts, WD3 1DE, UK

The submitted sample of the above product has been tested according with Standard(s) used for showing compliance with the essential requirements in the specified directive(s):

Radio Equipment Regulations 2017, SI 2017:1206 (as amended by SI 2019:696).

Standard(s): Refer to attachment

Test report(s) No.: Refer to attachment



Approved by: *Donny Yung*

06 Jan. 2023 Department Manager



Shenzhen STS Test Services Co., Ltd.

A 1/F, Building B, Zhuoke Science Park, No.190 Chongqing Road, HepingShequ, Fuyong Sub-District, Bao'an District, Shenzhen, Guang Dong, China

Tel: +86-755 3688 6288 Fax: +86-755 3688 6277 E-mail: sts@stsapp.com



Certificate No.: STS2212052U

Standard(s)		Test report(s) No.:
Article 3.1a)	BS EN IEC 62368-1:2020+A11:2020	
	IEC 62368-1: 2018	STS2212052A02
	BS EN 50663:2017	STS2212052H02
Article 3.1b)	EN 301 489-1 V2.2.3	STS2212052E01
	EN 301 489-3 V2.1.2	
	BS EN 55032:2015/A11:2020	STS2212052E03
	BS EN IEC 61000-3-2:2019/A1:2021	
	BS EN 61000-3-3:2013/A2:2021	
	BS EN 55035:2017/A11:2020	
Article 3.2)	EN 300 220-1 V3.1.1	STS2212052W01
	EN 300 220-2 V3.2.1	



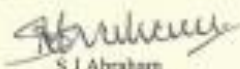
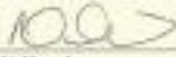
The applicant of the certificate is authorized to use this certificate in connection with UK declaration of conformity to the Directive. The certificate is only applicable to the equipments described above.

STS Test Services



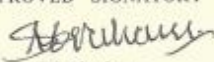

Shenzhen STS Test Services Co., Ltd.

A 1/F, Building B, Zhuoke Science Park, No.190 Chongqing Road, HepingShequ, Fuyong Sub-District,
 Bao'an District, Shenzhen, Guang Dong, China
 Tel: +86-755 3688 6288 Fax: +86-755 3688 6277 E-mail: sts@stsapp.com



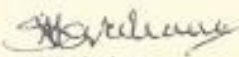

SECURE BAND IP5X

<h1>CERTIFICATE OF TEST</h1> <p>DATE OF ISSUE: 3 April 2023 CERTIFICATE NUMBER: U4315-1</p>		 <p>1909</p>
	<p>Tel: 0118 966 2724 E-Mail: ets@etsonline.co.uk</p> <h2>ENVIRONMENTAL TEST SERVICES</h2> <p>Environmental Test Services Limited, Unit 38 Suttons Business Park, Suttons Park Avenue, Reading, Berks RG6 1AZ</p>	<p>PAGE 1 OF 1 PAGES</p> <p>APPROVED SIGNATORY</p>  <p>S J Abraham Laboratory Manager</p>
<p><i>Registered in England No: 3178558</i></p>		
<p>Customer: Buddi Ltd Talbot House 17 Church Street Rickmansworth Herts WD3 1DE</p>	<p>Order No: OWP3171</p>	
<p>Description of Equipment Tested:</p> <p>2 off Secure Band Part No: T11 – BUD – SB Serial No: SBB00236; SBB00303 Manufactured by Buddi Ltd</p>		
<p>Tested to:</p> <p>Dust Ingress Test BS EN 60529:1992 + A2:2013, IP5X The very small enclosure volume means that ETS are unable to measure the very low volume flow rate when applying the 20mbar depression to the test item. Therefore, the test duration applied will be the maximum 8 hours to cover any possible volume flow rate scenario. This is a potential over-test scenario.</p>		
<p>Results:</p> <p>Post IP5X test inspection: The customer requested the test items to be left operational for the test. Before the post-test inspection, a functional test (not covered by UKAS accreditation) was carried out in accordance with Buddi printed instructions 'Secure Band & Secure Band Charger Environmental Testing', the test items both functioned correctly and communicated with the 'Handheld' tablet supplied for this purpose. ETS performed a test item post-test inspection and found dust ingress in both test items. See attached photographs.</p>		
<p>Comments:</p> <p>The test item was received in good visual condition for testing on 13 March 2023. The test was started on 16 March 2023 and completed 17 March 2023. The test was performed in accordance with the test specification shown above. ETS fitted a port to both enclosures to enable a vacuum line to be used for the test. The dust ingress test duration was 8 hours. Test item functionality testing was the customer's responsibility. A certificate attachment was issued: Ingress Protection Test- IP5X: Photographic Records (8 pages). All test records for the work detailed above are filed at ETS under Route Card No: 3270.</p>		
<p>Prepared by:  N Bond</p>		
<p><small>Disclaimers: Opinions and interpretations expressed herein are outside the scope of our UKAS accreditation. Results from tests which are covered by our accreditation are clearly defined within the text of this certificate. The results recorded within this certificate apply only to the items/equipment referenced herein. This certificate may not be reproduced, except in full, without the written permission of ETS Ltd.</small></p>		

SECURE BAND IPX8

<h2 style="margin: 0;">CERTIFICATE OF TEST</h2> <p style="margin: 0;">DATE OF ISSUE: 28 February 2023 CERTIFICATE NUMBER: U4296-1</p>		 1909
	Tel: 0118 966 2724 E-Mail: ets@etsonline.co.uk	PAGE 1 OF 1 PAGES APPROVED SIGNATORY  S J Abraham Laboratory Manager
<h3 style="margin: 0;">ENVIRONMENTAL TEST SERVICES</h3> <p style="margin: 0; font-size: small;">Environmental Test Services Limited, Unit 38 Suttons Business Park, Suttons Park Avenue, Reading, Berks RG6 1AZ</p>		
<small>Registered in England No: 3110350</small>		
Customer: Buddi Ltd Talbot House, 17 Church Street Rickmansworth Herts WD3 1DE	Order No: OWP3171	
Description of Equipment Tested: 1 off Secure Band Part No: T11 – BUD – SB Serial No: SBB00297 Manufactured by Buddi Ltd		
Tested to: Water Immersion Test BS EN 60529: 1992 +A2:2013, IPX8 Depth: 1.1 meters (the lowest point of the enclosure at 1.1 metres depth) Duration: 30 minutes		
Results: Post IPX8 test inspection: The customer requested the test item to be left operational for the test. Before the post-test inspection, a functional test (not covered by UKAS accreditation) was carried out in accordance with Buddi printed instructions 'Secure Band & Secure Band Charger Environmental Testing', the test items functioned correctly and communicated with the 'Handheld' tablet supplied for this purpose. ETS performed a test item post-test inspection and found no water ingress. See attached photographs.		
Comments: The test item was received in good visual condition for testing on 26 January 2023. The test was performed on 13 February 2023. The test was performed in accordance with the test specification shown above. The water temperature was 18°C. The test item and water was preconditioned in the lab to 18°C before the test was performed. The formal post-test functionality testing of the test item was the customer's responsibility. Certificate attachment issued: Water Immersion Test– IPX8 Photographic Records (5 pages). All test records for the work detailed above are filed at ETS under Route Card No: 3270.		
<hr/> Prepared by:  N Bond		

SECURE BAND DROP TEST

<h2 style="margin: 0;">CERTIFICATE OF TEST</h2> <p style="margin: 5px 0;">DATE OF ISSUE: 1 February 2023 CERTIFICATE NUMBER: U4274-1</p>		 <p style="margin: 0;">1909</p>
 <p style="margin: 0;">Tel: 0118 966 2724</p>	<p style="margin: 0;">E-Mail: ets@etsonline.co.uk</p>	
<h3 style="margin: 0;">ENVIRONMENTAL TEST SERVICES</h3> <p style="margin: 0;">Environmental Test Services Limited, Unit 38 Suttons Business Park, Suttons Park Avenue, Reading, Berks RG6 1AZ</p>		
<p style="margin: 0;"><small>Registered in England No: 3110350</small></p>		<p style="margin: 0;">PAGE 1 OF 1 PAGES</p> <p style="margin: 0;">APPROVED SIGNATORY</p>  <p style="margin: 0;">S J Abraham Laboratory Manager</p>
<p>Customer: Buddi Ltd Talbot House 17 Church Street Rickmansworth Herts WD3 1DE</p>	<p>Order No: OWP3171</p>	
<p>Description of Equipment Tested:</p> <p style="margin-left: 40px;">1 off Secure Band Part No: T11 – BUD – SB Serial No: SBB00183 Manufactured by Buddi Ltd</p>		
<p>Tested to:</p> <p style="margin-left: 40px;">Freefall BS EN60068-2-31:2008, Test Ec Drop height: 0.75 metre 5 drops onto front face 5 drops onto upper edge 5 drops onto lower edge 5 drops onto rear face</p>		
<p>Comments:</p> <p style="margin-left: 40px;">The test item was received in good visual condition for testing on 26 January 2023. The freefall testing was performed on 1 February 2023. The testing was performed in accordance with the test specification shown above. The test item was dropped on to the concrete floor from a height of 0.75 metres five times on each of the four faces as identified in the accompanying attachment. The test item was operational throughout the test. Following the testing a functional test was carried out in accordance with Buddi printed instructions 'Secure Band & Secure Band Charger Environmental Testing', the test item functioned correctly and was communicating with the 'Handheld' tablet supplied for this purpose. The formal post-test visual inspection and functional test of the test item was the customer's responsibility. Photographs of the free fall test set-up were issued to the customer as a certificate attachment (1 page). All test records for the work detailed above are filed at ETS under Route Card No: 3270.</p>		
<p>Prepared by:  R F Cracknell</p>		

ISO9001 CERTIFICATE – BUDDI HQ



Certificate of Registration

QUALITY MANAGEMENT SYSTEM - ISO 9001:2015

This is to certify that:

Buddi Ltd
Talbot House
17 Church Street
Rickmansworth
WD3 1DE
United Kingdom

Holds Certificate Number:

FS 596427

and operates a Quality Management System which complies with the requirements of ISO 9001:2015 for the following scope:

The design, manufacture and provision of associated services for remote tracking, motion and location devices.

For and on behalf of BSI:

Matt Page, Managing Director Assurance - UK & Ireland

Original Registration Date: 2013-06-27

Latest Revision Date: 2022-06-15

Effective Date: 2022-06-27

Expiry Date: 2025-06-26

Page: 1 of 2



...making excellence a habit.™

This certificate was issued electronically and remains the property of BSI and is bound by the conditions of contract.
An electronic certificate can be authenticated [online](https://www.bsigroup.com/ClientDirectory)
Printed copies can be validated at www.bsigroup.com/ClientDirectory

Information and Contact: BSI, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP. Tel: + 44 345 080 9000
BSI Assurance UK Limited, registered in England under number 7805321 at 389 Chiswick High Road, London W4 4AL, UK.
A Member of the BSI Group of Companies.

Certificate No: FS 596427

Location	Registered Activities
Buddi Ltd Talbot House 17 Church Street Rickmansworth WD3 1DE United Kingdom	The design, manufacture and provision of associated services for remote tracking, motion and location devices.
Buddi Ltd Unit H6, Abbey Farm Commercial Park Horsham St Faith Norwich NR10 3JU United Kingdom	The design, manufacture and provision of associated services for remote tracking, motion and location devices.



Original Registration Date: 2013-06-27

Latest Revision Date: 2022-06-15

Effective Date: 2022-06-27

Expiry Date: 2025-06-26

Page: 2 of 2

This certificate was issued electronically and remains the property of BSI and is bound by the conditions of contract.
An electronic certificate can be authenticated [online](#).
Printed copies can be validated at www.bsigroup.com/ClientDirectory

Information and Contact: BSI, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP. Tel: + 44 345 080 9000
BSI Assurance UK Limited, registered in England under number 7805321 at 389 Chiswick High Road, London W4 4AL, UK.
A Member of the BSI Group of Companies.

ISO27001 CERTIFICATE – BUDDI LOGISTICS CENTRE



ISO27001 CERTIFICATE – BUDDI HQ

Certificate of Registration

nqa

This is to certify that the Information Security Management System of:

Buddi Limited
Talbot House, 17 Church Street, Rickmansworth, Hertfordshire, WD3 1DE, United Kingdom
(Central function listed above. See appendix for additional locations)

applicable to:

Information security management associated with the development, production and support relating to Buddi tracking devices in the Rickmansworth and Norwich sites. Statement of Applicability version 1.1, dated 9 Feb 2023

has been assessed and registered by NQA against the provisions of:

ISO 27001:2013

This registration is subject to the company maintaining an information security management system, to the above standard, which will be monitored by NQA.

[Signature]
Managing Director

UKAS
MANAGEMENT
SYSTEMS
0015

Certificate No.	129081
Issue Date:	3 February 2021
Reissued:	14 March 2024
Valid Until:	31 October 2025
Prior Cycle Exp Date:	2 February 2024
EAC Code:	19, 33

Certificate of Registration



Appendix to Certificate Number: 129081

Includes Facilities Located at:

Buddi Limited

Certificate No. 129081

Talbot House 17 Church Street

Rickmansworth Hertfordshire WD3 1DE

United Kingdom

Information security management associated with the development, production and support relating to Buddi tracking devices in the Rickmansworth and Norwich sites. Statement of Applicability version 1.1, dated 9 Feb 2023

Buddi Limited

Certificate No. 129081/1

Unit H8-E6 Southwell Road Abbey Farm

Commercial Park

Norwich NR10 3JU

United Kingdom

Information security management associated with the development, production and support relating to Buddi tracking devices in the Rickmansworth and Norwich sites. Statement of Applicability version 1.1, dated 9 Feb 2023



Issue Date:	3 February 2021
Reissued:	14 March 2024
Valid Until:	31 October 2025
Prior Cycle Exp Date:	2 February 2024

This certificate relates to the information security management system and not to the products or services of the certified organization. The certificate reference number, the mark of the Certification Body and/or the accreditation mark may not be shown on products or stated in documents regarding products or services. Promotional material, advertisements or other documents showing or referring to the certificate, the trade mark of the Certification Body, or the accreditation mark, must comply with the intention of the certificate. The certificate does not of itself confer immunity on the certified. The use of the UKAS Accreditation Mark indicates accreditation in respect of those activities covered by the accreditation certificate number 015 held by NQA. NQA is a trading name of NQA Certification Limited, Registration No. 09351758. Registered Office: Warwick House, Houghton Hall Park, Houghton Regis, Dunstable, Bedfordshire, LU5 5ZX. This certificate is the property of NQA and must be returned on request.

CYBER ESSENTIALS PLUS



CERTIFICATE OF ASSURANCE

Buddi Limited

Talbot House 17 Church Street Rickmansworth WD3 1DE

COMPLIES WITH THE REQUIREMENTS OF THE CYBER ESSENTIALS PLUS SCHEME



NAME OF ASSESSOR : Govin Sharma

CERTIFICATE NUMBER : 92deddea-4ab5-4a9e-bb5b-439de7e14b43

PROFILE VERSION : 3.1 (Montpellier)

SCOPE : Buddi offices in the United Kingdom excluding R&D, Production and Test Networks.

DATE OF CERTIFICATION : 2024-02-07

RECERTIFICATION DUE : 2025-02-07

SCAN QR CODE TO VERIFY THE AUTHENTICITY OF THIS CERTIFICATE

CERTIFICATION MARK



CERTIFICATION BODY



CYBER ESSENTIALS PARTNER



The Certificate certifies that the organisation was assessed as meeting the Cyber Essentials Plus implementation profile and thus that, at the time of testing, the organisations ICT defences were assessed as satisfactory against commodity based cyber attack. However, this Certificate does not in any way guarantee that the organisations defences will remain satisfactory against a cyber attack.

SSL CERTIFICATE

Validity Period

Issued On	Monday 23 September 2024 at 08:48:57
Expires On	Saturday 25 October 2025 at 08:48:57

APPENDIX B

ENVIRONMENTAL POLICY

Buddi is committed to providing quality products and services in a manner that ensures a safe and healthy workplace for our employees and minimizes our potential impact on the environment.

This policy is regularly reviewed and authorised by the CEO.

To minimize the environmental impact of our activities, products and services, we shall:

- Comply with all relevant legislation and regulations.
- Include the consideration of environmental issues in all business strategies and initiatives.
- Prevent pollution, reduce waste and minimise the consumption of resources.
- Recycle where possible.
- Avoid unnecessary use of hazardous materials and products, seek substitutions when feasible, and take all reasonable steps to protect human health and the environment when such materials are used, stored and disposed of.
- Consider the wider global impact of all our activities, including those of our suppliers, customer and other stakeholders.
- Involve employees in our environmental programme.
- Encourage the adoption of similar principles by our suppliers.

The policy is monitored for effectiveness annually to ensure it is effective in reducing or preventing significant impacts on the environment.

Cross Referenced Policies

The Buddi environmental emergency response procedures, if applicable, are part of the Buddi business continuity disaster response process.

The Buddi supply chain process procedures and production processes clearly document the training and awareness that keeps the workforce updated on all relevant legal requirements and management practices.

The supply chain supplier management process ensures that all companies Buddi purchases components or services from also has an aligned Environmental policy.

Waste management processes are included in the production processes, to cover the company's obligations regarding WEEE and other waste management and recycling and should be cross referenced with this environmental policy.

APPENDIX C

CERTIFICATE OF GOOD STANDING



THE COMPANIES ACT 2006

Company No. 5308826

The Registrar of Companies for England and Wales hereby certifies that BUDDI LIMITED was incorporated under the Companies Act 1985 as a limited company on 18th January 2007.

The Registrar further certifies that according to the documents on the file of the company:-

- a) CHARLES LEWINTON appointed on 23rd January 2017, DAREN JOHN MORRIS appointed on 21st November 2021 and DR SARA ELIZABETH MURRAY appointed on 9th December 2004 are the directors of the company,
- b) SOPHIE GEORGIU-PAVLI appointed on 1st January 2012 is the secretary of the company,
- c) the situation of the registered office is TALBOT HOUSE, 17 CHURCH STREET, RICKMANSWORTH, HERTFORDSHIRE WD3 1DE,
- d) the main objects for which the company is established are, inter-alia:- "to carry on business as a general commercial company."

According to the documents on file and in the custody of the Registrar, the company is up to date with its filing requirements and has at least 1 director, who is a natural person over the age of 16.

The company has been in continuous unbroken existence since its incorporation and no action is currently being taken by the Registrar of Companies to strike the company off the register or to dissolve it as defunct. As far as the Registrar is aware, the company is not currently subject to one or more of the following: liquidation, company voluntary arrangement (or company voluntary arrangement moratorium), administration, moratorium or has a receiver or manager appointed.*****

Given at Companies House, the 6th September 2024

for the Registrar of Companies

This certificate records the result of a search of the information registered by the Registrar. This information derives from filings accepted in good faith without verification. For this reason the Registrar cannot guarantee that the information on the register is accurate or complete.



Companies House

APPENDIX D

90 DAY IMPLEMENTATION PLAN

ID	Task Name	Responsibility	Duration	Start
1	TENDER PROCESS	Buddi/Lithuania Auth	201 days	Fri 23/08/24
2	Submission	Buddi	1 day	Tue 15/10/24
3	Award	Lithuania Authority	1 day	Thu 02/01/25
4	Pre-Contract Testing	Buddi/Lithuania Auth	5 days	Fri 23/08/24
5	CONTRACT		5 days	Thu 02/01/25
6	Negotiations	Buddi & Lithuania Aut	2 days	Thu 02/01/25
7	Confirmation of receipt of signed contract	Buddi & Lithuania Aut	3 days	Mon 06/01/25
8	MOBILIZATION TIMELINE		85 days	Thu 09/01/25
9	MOBILIZATION PLANNING	Buddi	4 days	Thu 09/01/25
10	Review and update Project plan to provide to Lithuania Govt	Buddi	1 day	Fri 10/01/25
11	Mobilization Strategy	Buddi	1 day	Mon 13/01/25
12	Allocation of roles and responsibilities	Buddi	0.5 days	Tue 14/01/25
13	Transition Strategy (if any)	Buddi	0.5 days	Tue 14/01/25
14	CONTRACT MANAGEMENT PLANNING		5 days	Wed 15/01/25
15	Monthly service meetings planned (monthly)	Buddi & Lithuania Aut	3 days	Wed 15/01/25
16	Monthly Service meeting planned (monthly)	Buddi	1 day	Mon 20/01/25
17	Payment Plan Agreed	Buddi	1 day	Tue 21/01/25
18	SERVERS		21 days?	Wed 22/01/25
19	Place order for Server	Buddi	2 days	Wed 22/01/25
20	Agree delivery details	Buddi & Lithuania Aut	1 day	Fri 24/01/25
21	Set up Eagle on Server	Buddi	12 days	Mon 27/01/25
22	Test and Deploy Server	Buddi	7 days	Wed 12/02/25
23	EAGLE CONFIGURATION		7 days	Fri 21/02/25
24	Apply and agree configuration with Lithuania Auth	Buddi & Lithuania Aut	2 days	Fri 21/02/25
25	Apply agreed configurations	Buddi	3 days	Tue 25/02/25
26	Test the configuration	Buddi	2 days	Fri 28/02/25
27	ESTABLISH NEW SERVICE HUB		10 days	Mon 03/03/25
28	Identify Suitable premises	Buddi	3 days	Mon 03/03/25
29	Negotiate contract	Buddi	2 days	Thu 06/03/25
30	Fit out Premises	Buddi	2 days	Mon 10/03/25
31	Premises established	Buddi	3 days	Wed 12/03/25
32	RECRUITMENT OF SERVICE HUB STAFF		21 days	Mon 03/03/25
33	Advertise Position(s)	Buddi	5 days	Mon 03/03/25
34	Shortlist	Buddi	5 days	Mon 10/03/25
35	Interview Candidates	Buddi	5 days	Mon 17/03/25
36	Security checks	Buddi	5 days	Mon 24/03/25
37	Appoint Candidate(s)	Buddi	1 day	Mon 31/03/25
38	STOCK		16 days	Wed 26/03/25
39	Set up stock process with Lithuania Auth	Buddi & Lithuania Aut	2 days	Wed 26/03/25
40	Place Initial order	Buddi	2 days	Fri 28/03/25
41	Equipment In Transit/recvle equipment and distribute	Buddi	10 days	Tue 01/04/25
42	Equipment received	Lithuania Authority	2 days	Tue 15/04/25
43	TRAINING		8 days	Thu 17/04/25
44	Agree training dates and content	Buddi/Lithuania Auth	2 days	Thu 17/04/25
45	Review Training material with customer	Buddi/Lithuania Auth	1 day	Mon 21/04/25
46	Deliver training	Buddi	5 days	Tue 22/04/25
47	QUALITY SYSTEMS AND PROCEDURES		3 days	Tue 29/04/25
48	Agree operational procedures and policies	Buddi/Lithuania Auth	1 day	Tue 29/04/25
49	Establish Standard Operating Procedures	Buddi	1 day	Wed 30/04/25
50	Payment plan agreed	Buddi/Lithuania Auth	1 day	Thu 01/05/25
51	ACCEPTANCE TESTING		5 days	Tue 29/04/25
52	Organise acceptance testing	Buddi	1 day	Tue 29/04/25
53	Prep acceptance testing	Buddi	2 days	Wed 30/04/25
54	Test end to end service	Buddi	3 days	Fri 02/05/25
55	REPORTS		3 days	Tue 06/05/25
56	Capture reports requirements	Buddi/Lithuania Auth	0.5 days	Tue 06/05/25
57	Prepare reports	Buddi	0.5 days	Tue 06/05/25
58	Test reports	Buddi	1 day	Wed 07/05/25
59	Publish customer Specific reports	Buddi	1 day	Thu 08/05/25
60	Additional Documentation		44 days	Fri 14/03/25
61	Agree on required documentatiom	Buddi/Lithuanian Auth	43 days	Fri 14/03/25
62	Translate agreed material	Buddi	43 days	Fri 14/03/25
63	Deliver Material to customer	Buddi	43 days	Fri 14/03/25
64	Roll-out		4 days	Fri 09/05/25
65	Go Live readiness review	Buddi	1 day	Fri 09/05/25
66	Final preparations for go live	Buddi	1 day	Mon 12/05/25
67	All Training complete	Buddi	1 day	Tue 13/05/25
68	All processes updated	Buddi	1 day	Tue 13/05/25
69	All System tests complete	Buddi	1 day	Tue 13/05/25
70	All roll out and roll back tests scripts are available	Buddi	1 day	Tue 13/05/25
71	GO LIVE		1 day	Wed 14/05/25
72	Go-Live Complete	Buddi/Lithuania Auth	1 day	Wed 14/05/25