



BUSINESS CONTINUITY MANAGEMENT POLICY

The Business Continuity management system is the means Snam uses to show its capacity to continue to operate its business in light of serious events that could compromise the normal operation of its critical processes with the goal of guaranteeing a minimum, preset service level.

Furthermore , SNAM:

- adopts and implements the international principles and best practices to guarantee Business Continuity and promotes the acquisition of certificates in compliance with the benchmark international standards;
- works to develop, maintain and improve the Business Continuity management system over time to respond to the changing business needs and corporate processes;
- ensures the implementation and maintenance of a process to identify potential threats to the company and the impact these threats could have, if they materialize, on the services provided, culminating in the definition of a system able to improve resilience, recovery and responsiveness during a crisis;
- establishes objectives and strategies to ensure the continuity of critical services, guaranteeing adequate resources (human, technological and financial) to reach the preset objectives;
- defines a special organizational structure in charge of the implementation and management of the Business Continuity process, identifying roles and responsibilities for the broadest Crisis Management model;
- defines specific procedures according to the roles of its organizational model, to manage crisis situations, guaranteeing updates when there is a context change;
- defines a communication process to follow when crisis situations arise either internally or externally: for clients, end users, subsidiaries and informational bodies;
- agrees to i) develop awareness programs to provide adequate information on the crisis situation management models, ii) create corporate awareness and iii) improve the necessary skills to develop and maintain the Business Continuity management system.

This policy is communicated to stakeholders according a collaborative and transparent approach and it's available to the public and to whoever might be interested.

San Donato Milanese, 1 August 2012

THE CHIEF EXECUTIVE OFFICER
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