Business Continuity

TIM considers Business Continuity to be a key element for protecting the value and reputation of the Group in delivering its services and products and in full compliance with the terms of its contracts with customers, industry regulations and, more generally, in accordance with the relevant international methodologies and standards.

At Group level, TIM adopts a Business Continuity Management System (BCMS) as a control and management model for the operational continuity of the processes also through prevention activities, considering both the technological aspects (IT systems, networks, facilities, etc.) and the organizational ones (Human Resources, contractual constraints, logistical aspects, etc.). The BCMS follows the indications given in ISO 22301, the reference international standard.

The BCMS is based on the Deming Plan-Do-Check-Act cycle and is structured into four phases:

- **Governance & Planning (Plan):** the relevant context is examined, identifying the needs of the company and its stakeholders, as well as the contractual/regulatory constraints on Business Continuity;

- **Execution (Do):** envisages the approval of the Business Continuity strategy and related budget, and allows for the initiation of the executive phase;

- **Performance Evaluation (Check):** an overall analysis of the performances of the BCMS (Performance Evaluation stage) is planned at least annually;

- **Improvement (Act):** obtains the results of the Performance Evaluation phase and defines any corrective actions to be taken. These are then presented to the Company’s Executive Directors for a periodic Management Review.

The possible corrective actions to be taken, the policies and the objectives of Business Continuity result in the continuous improvement of the BCMS.

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1. “Business Continuity” is understood to mean the ability to ensure continuity of service, based on predefined and acceptable levels, following a disruptive incident.