



# ***BUSINESS CONTINUITY***

*Policy in a Nutshell*

***TIM Group***

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# INDEX

<b>1. Why this policy .....</b>	<b>3</b>
<b>2. The objectives we have set ourselves .....</b>	<b>3</b>
<b>3. Who it is aimed at and where it applies .....</b>	<b>3</b>
<b>4. Who is responsible for implementation.....</b>	<b>3</b>
<b>5. The regulatory framework we refer to .....</b>	<b>4</b>
<b>6. The main contents of the Policy.....</b>	<b>4</b>
<b>7. How sustainability is integrated into the Business Continuity model.....</b>	<b>5</b>
<b>8. Key words.....</b>	<b>6</b>



## **1. Why this policy**

The TIM Group has adopted a Business Continuity Management System (BCMS) to ensure the operational continuity of business activities in situations of crisis, emergency and service interruption. The model integrates specific organisational measures, procedures and tools, and has been developed to ensure the resilience of the organisation and the constant provision of services, protecting customers, stakeholders and critical infrastructure.

## **2. The objectives we have set ourselves**

The Policy stems from the need to:

- **protect people, data, systems and infrastructure** through preventive measures, emergency plans and security protocols;
- **ensure the continuity of essential services** and the functioning of critical processes, minimising downtime in the event of adverse events;
- **ensure compliance with international regulations** and standards by responding effectively to requests from customers, regulatory authorities and partners;
- **promote a culture of business continuity within the organisation** by promoting training, awareness and responsibility at all levels.

## **3. Who it is aimed at and where it applies**

The Policy applies to all TIM Group companies, in Italy and abroad, and involves operational functions, process managers and support structures across the board. Its application focuses on all activities and resources that are critical to achieving the company's business objectives.

## **4. Who is responsible for implementation**

The implementation of the Policy is entrusted to the 'Crisis, Monitoring & Continuity Management' organisational structure within the 'Chief Security Office' Department of TIM



S.p.A., which is responsible for coordinating, controlling and supporting the entire Business Continuity system and acts as a reference point for all Group companies in Italy and abroad. This structure works in close collaboration with the business owners of the various processes, providing methodological guidelines and ensuring that procedures are continuously updated. The business continuity plans then specifically identify the responsibilities for implementing each phase planned to restore operations as quickly as possible.

## **5. The regulatory framework we refer to**

The policy, drafted in accordance with company guidelines, is based on national and international principles expressed in the ISO 22301 standard – Business Continuity Management System, for which TIM S.p.A. has been certified since 2021 and Group companies Noovle and TI Trust Technologies have received certification in subsequent years.

## **6. The main contents of the Policy**

The scenarios addressed by the Business Continuity management model include:

- the unavailability of ICT systems or company sites;
- the critical absence of personnel;
- the lack of core supplies or services;
- emergency or crisis situations that impact end customer service.

The Business Continuity model is structured as a continuous process comprising the following phases:

1. **Preliminary analysis:** identification and prioritisation of key processes to be subject to operational continuity, based on strategic objectives;
2. **Business Impact Analysis (BIA):** analysis of the impacts of interruptions (economic, reputational, legal) on key processes, allowing the definition of the required process recovery time (RTO) and data recovery time (RPO), as well as the maximum time period before the impact on the business becomes destructive (MTPD);
3. **Risk Assessment:** assessment and monitoring of the risks associated with each key process;



4. **drafting of Business Continuity Plans (BCPs)** for critical processes with practical solutions, operating instructions, responsibilities and crisis scenarios;
5. **execution of tests and simulations** to verify the effectiveness of BCPs and improve operational readiness;
6. **continuous monitoring**, collection of performance data and improvement of plans.

TIM ensures the **training and awareness** of the personnel involved, promoting the dissemination of the Policy and, more generally, knowledge of the principles, standards and best practices in the field of business continuity, with the aim of guaranteeing an effective management system that is fully integrated into company processes.

## **7. How sustainability is integrated into the Business Continuity model**

The principles of sustainability are integrated into the Business Continuity model in terms of:

- **monitoring operational and continuity risks:** through Business Impact Analysis (BIA) and Risk Assessment, the company identifies and manages the economic, legal and reputational impacts associated with possible interruptions, helping to reduce systemic risks with a view to preventive sustainability;
- **resilience of data, systems and infrastructure**, ensuring service continuity and the protection of internal and external stakeholders;
- **alignment with international standards:** the adoption of the ISO 22301 standard reflects a systemic, structured and certifiable approach to business continuity management, in line with corporate sustainability best practices;
- **business continuity culture:** training and awareness-raising activities promote responsible corporate behaviour, with a particular focus on governance and risk management.



## 8. Key words

Below are definitions of the main technical terms used in the document.

- **Business Impact Analysis (BIA):** analysis that identifies an organisation's critical activities and assesses the effects of their interruption on operations, finances and reputation.
- **Business Continuity:** an organisation's ability to continue providing its services even in critical situations.
- **Risk Assessment:** evaluation of the risks associated with business processes.
- **Business Continuity Plan (BCP):** operational plan that describes the actions to be taken to ensure the continuity of processes.
- **Recovery Time Objective (RTO):** maximum time within which a process must be restored after an interruption.
- **Recovery Point Objective (RPO):** maximum acceptable time between the last useful backup and the event causing the interruption.
- **Maximum Tolerable Period of Disruption (MTPD):** maximum interruption time beyond which the survival of the company is compromised.