

Telecom Italia Sparkle S.p.A. Business Continuity Policy

Telecom Italia Sparkle S.p.A. considers Business Continuity a fundamental element for the protection of business Value and Reputation, aiming to guarantee the supply of its services/products in full compliance with relevant legislation and contracts with clients/providers.

This policy aims to define the rules for a correct application, management and governance of Sparkle's Business Continuity Management System, in coherence with international methodologies and standards as well as with the general principles required by its parent company, TIM S.p.A.

Third-party providers having a critical role in the supply of services must be aware and compliant with the Business Continuity policy adopted by Sparkle.

For this reason, Sparkle:

- defines the organizational structure governing business continuity and guaranteeing the implementation, management and improvement of the Business Continuity Management System
- defines the objectives and strategies which aim to ensure the continuity of critical services, guaranteeing the provision of suitable (human, financial and technological) resources supporting the achievement of predetermined objectives
- adopts a methodology for the identification of both potential threats to business-critical processes and impacts generated by these threats on business assets and services, aiming to improve resilience and fast recovery in the face of a critical event
- adopts specific rules for the management of events/incidents in coherence with the roles attributed by the organizational model, guaranteeing their update even in cases of mutation of context
- defines a process of internal and external communication which should be implemented in case of events/incidents
- guarantees the promotion and dissemination of international principles and best practices in the field of Business Continuity
- commits to develop awareness programs, trainings, information and sensibilization activities to promote a Business Continuity culture, aiming to increase the relevant business knowledge of the subject

This policy is communicated to all stakeholder in order to guarantee transparency and collaboration among all relevant parties.

Rome, December 2021