

# Terna and the Covid-19 emergency

The Covid-19 (“Coronavirus”) epidemic, which began in Italy on 21 February 2020 with confirmation of the country’s first case, has resulted in a complex health emergency that is still ongoing. Terna responded quickly to the situation and has been in constant contact with the relevant authorities, acting in line with the government’s instructions. Responsibility for all decisions regarding the health emergency was assigned to a special **Crisis Committee**, chaired by the Chief Executive Officer and consisting of the heads of key departments. One Committee member is also a permanent member of the Civil Protection Agency’s Operations Committee.

In the most serious emergency the country has had to face in the post-war period, Terna has the key task of ensuring the **operational continuity** needed in order to guarantee that everyone has **access to electricity**. To do this, Terna has acted on a number of fronts at the same time, all with the aim of putting in place the **necessary safeguards** designed to ensure the **security of the transmission system**, bearing in mind the international nature of the coronavirus problem, and the **health and safety of people**, our **operational personnel** and, in general, **all the people who work for us**.

As regards our activities as the country’s **TSO** (Transmission System Operator), and above all the construction and maintenance of electricity infrastructure, in agreement with the labour unions, the Company has **cut back our operations**, reducing the number of sites where work is taking place from 200 to 25. This means only **continuing with work that is strictly necessary in order to guarantee continuity of service and the security of the system**. At the same time, we have begun preparing a **plan to accelerate investment** so that, once the emergency is over, we can make up the lost ground as quickly as possible.

Ongoing dialogue between Terna and the government has also enabled us to obtain further guarantees for service continuity, by exempting a number of key components of the **electricity supply chain** from Italy’s industry shutdown, including, for example, companies that manufacture motors, generators and electricity transformers and equipment used in the distribution and control of electricity.

The security of **dispatching** activities was ensured by taking steps to safeguard staffing levels and operational capacity at sites around the country. New devices have been introduced in order to control access to Control Rooms and Remote Control Centres (e.g. thermal scanners to measure body temperatures”), whilst measures have been put in place to ensure that sites are thoroughly cleaned between one shift and another and that social distancing rules are adhered to. The operational capacity of our Control Rooms and Remote Control Centres forming part of the country’s dispatching system have been **stress tested** by simulating critical scenarios based on growing shortfalls in available energy. The daily monitoring of interruptible users has also been introduced, with their availability already affected by the initial business shutdowns in northern Italy. **Cooperation with neighbouring TSOs has also been intensified** to reduce the risk of critical situations developing. The **Ministry for Economic Development** has assigned Terna a key role in liaising with the Civil Protection Agency and in managing urgent interventions by producers around the country.

The **health of all our personnel and their ability to continue to operate** was one of Terna’s immediate priorities. All of us have been kept constantly informed of any new legislation and its impact on the Company, whilst events have been organised to provide people with much needed information, including a live-streamed video conference on the Company’s intranet with the Head of the Department responsible for Clinical Studies and Research into Infectious Diseases at the “Lazzaro Spallanzani” National Institute for Infectious Diseases in Rome.

With particular regard to operational personnel, we have given close attention to efforts to protect them from infection, including the rapid deployment of protective equipment (FFP2 and FFP3 masks, latex gloves and protective clothing). Other personnel have been asked to **work from home**. This was initially applied to staff with minor children, people over 65 or those with underlying health issues, before being extended, as the situation gradually worsened, to all non-operational personnel.

Everyone within the Group has been able to continue working as a result of the efforts made by our **ICT-Information Communication Technology** unit which, thanks to upgraded internet access (e.g. the VPN-Virtual Private Network) and the large-scale extension of access to the TEAMS platform, has enabled everyone to work remotely. The average number of connections each day is 3,400, with 2,600 active users at any one time and the generation of 3.5 Terabytes of data traffic per day, principally due to smart working sessions and video and audio meetings (4,500 a day).

Terna has also obtained specific Covid-19 insurance cover for all our personnel.