

Commitment to sustainable development



Introduction

2009 was characterised for Snam Rete Gas by the start up of a process which will lead to important organisational transformations following the full integration of the companies Italgas and Stogit into the group. This has represented and still represents a real area of challenge where the progress of the Snam Rete Gas group in corporate social responsibility and in the development of an innovated and integrated managerial logic will be measured.

Along these lines, July saw the start up of the Energy Programme, a project involving about 300 people from the

four companies (Snam Rete Gas, Stogit, Italgas and GNL Italia) who will work together up to March 2010 on studying, analysing and comparing processes and performance of the four businesses and in order to give new life to the new management model for operational processes.

This programme is also the start of the process of extending the sustainability model adopted to the new companies acquired.

In September 2009, Snam Rete Gas was awarded listing in the Dow Jones Sustainability World Index (DJSI World), the

first and most prestigious stock index worldwide for evaluating the social responsibility of companies, which accepts only companies with management excellence in their own business according to sustainability criteria. The Dow Jones Sustainability Index, created in 1999 with the aim of tracking the financial performance of shares distinguished by their excellent results in economic, social and environmental terms, selects about 300 companies from a total of about 2,500 candidates with capitalisation qualification.

In December 2009 Snam Rete Gas also entered to participate in "ECPI Ethical Index Global" and received confirmation of inclusion in two other indexes, "ECPI Ethical Index Euro" and "ECPI Ethical Index EMU," in which the Company had already appeared. Confirmation is also provided by all of the indexes for which Snam Rete Gas was selected in previous years, among them, in particular, the FTSE4Good index (for the eighth consecutive year).

The Company conducts its day-to-day business on the basis of the principles set out by international institutions and conventions covering the protection of human rights, labour rights and trade unionism, health, safety, the environment, abolition of forced and compulsory labour, child labour and all forms of discrimination, as well as compliance with the values and principles of correct behaviour, transparency and sustainable development.

To make this commitment more visible, in October 2009 Snam Rete Gas joined the Global Compact. This international initiative maintains ten universal principles that pertain to human rights, the right to work, environmental rights and to the fight against corruption, and it has brought governments, companies, agencies of the United Nations, labour organisations, and associations together with the aim of contributing to the creation of a more inclusive and sustainable global economy.

The Sustainability Report that the company publishes annually has proven to be an important tool of strategic

control that examines the activities carried out, evaluating them according to the logics of economic efficiency, environmental protection and social welfare, communicating key indicators to which the company is committed and by which it publicly assesses itself. The report sets out the strategic objectives that Snam Rete Gas has identified in terms of sustainability, in line with its established sustainable development policies.

To stress the importance of the topics involved in sustainable development, the board of directors has a central role in the definition of the policies and approval of the Sustainability Report in conjunction with approval of the annual financial report.

HUMAN RESOURCES AND ORGANISATION

The management and development model of Snam Rete Gas is based on fundamental assumptions recognised within the group. These assumptions are focused on appreciating people, helping them develop in terms of performance, potential and motivation and developing and strengthening the skills in conjunction with clearly defining their objectives and responsibilities and acknowledging their merits.

The system for analysing performance and evaluating potential and individual skills, and the activities of involvement and participation through training and communication, strengthen the wealth shared in connection with the principles, values, expertise and conduct of those active in the organisation.

Workforce

With the integration of Italgas and Stogit, the workforce in service within the Snam Rete Gas group at 31 December 2009 was 6,187 people. The analysis per contractual category and per company included within the scope of consolidation is indicated in the following tables:

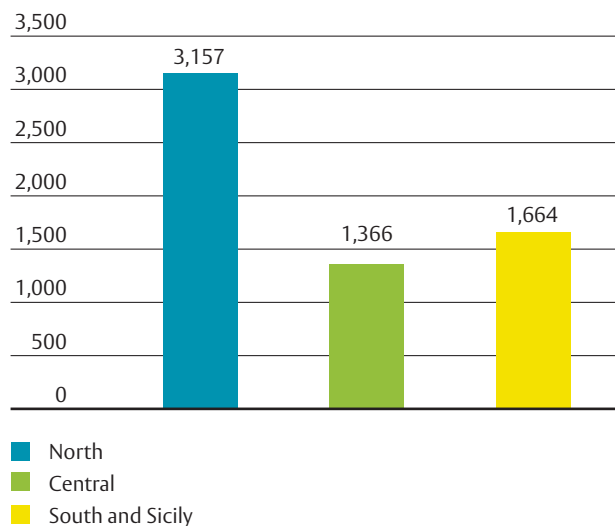
Contractual categories	2007	2008	2009	Change
Managers	62	65	121	56
Junior managers	255	265	493	228
Office workers	1,250	1,241	3,320	2,079
Labourers	790	774	2,253	1,479
	2,357	2,345	6,187	3,842

Company	2007	2008	2009	Change
Snam Rete Gas S.p.A	2,270	2,252	2,254	2
GNL Italia S.p.A	87	93	87	(6)
Italgas S.p.A			2,965	2,965
Napoletanagas S.p.A			580	580
Stogit S.p.A			301	301
	2,357	2,345	6,187	3,842

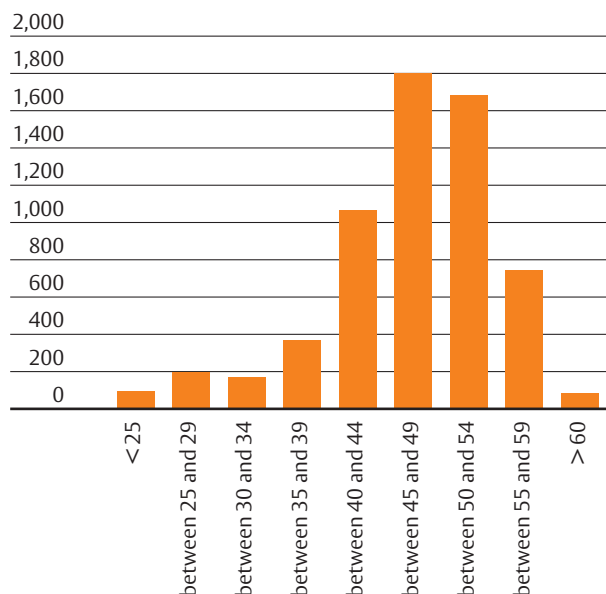
The personnel hired for unlimited duration is 96% of the total, while 145 people have an apprenticeship or trial contract. 51% of human resources are assigned to Northern Italy, 22% to Central and 27% to Southern Italy and Sicily. The newcomers of 2009, 168 people, were mostly universi-

ty graduates (18%) and high school graduates (55%). At year end, university graduates accounted for 9.5% of the total while the high school graduates made up 50.3%. The average age of the workforce of the group is 47 years and the average seniority of service is about 22 years.

Distribution of Personnel by Geographic Region (number)



Distribution of Personnel by Age Category (number)



Organisation

In 2009 the main occurrence impacting the organisation was the start, in the second half of the year, of the programme for integrating the structures and processes of the Snam Rete Gas group as a result of the acquisition of Italgas and Stogit (Energies Programme).

This programme, which will produce results starting in 2010, has the objective, in relation to the business organisation, of achieving optimum governance in the processes of direction and control and revision of the operational structure of the group by centralising staff functions and work activities shared by the companies as well as identifying and realising opportunities for improving the processes of business operations.

Governance of the programme, which has directly involved about 300 people, is performed by an articulated structure that includes: (i) a Steering Committee, with participation by the CEOs of the group’s companies; (ii) a Programme Manager; (iii) 5 people in charge of the design areas; (iv) 26 people in charge of the “Operational Worksites.”

Involvement and Participation Initiatives

The process of integrating Snam Rete Gas, GNL Italia, Italgas and Stogit is certainly the activity that characterised 2009 in terms of resources involved and organisational efforts. Within the scope of the “Energies” project, new channels

and tools of communications were tried for disseminating information in a clear, transparent and timely manner: a shared mix of videonews, hardcopy newsletters and intranet platforms enabled everyone in the business to be informed about the process in progress, with the ability to recognise the “Energies” logo as a shared message of aggregation, the first step for building a shared culture.

The entire population of managers was repeatedly involved in briefings with the top management with the aim of understanding and sharing information on company acquisitions carried out during 2009. Plans were also made for training and communications to promote understanding and sharing on the part of management in the strategic design and guidelines of the business, along with the resulting reorientation of managerial conduct and roles.

Besides the initiatives connected with the energies programme, the communications activities strengthened during the course of the recent years were continued: The constant updating and improvement of the functionality of the website of the business, also with a view to the shared platform of the group, the execution of communications initiatives connected with company projects and events and the advancement, within the scope of Italgas and Stogit, of the “Cascade” project to promote knowledge of the business strategies and explain the links between business objectives and organisational structures.

Training

With respect to training activities, besides the development of a culture and organisational conduct geared toward the new reference model connected with the company acquisitions process, the main guidelines have been expansion of the skills of the technical personnel and support and assistance for the introduction of new and more sophisticated information technology systems to enable constant improvement of the integrated management activities for the processes.

Continuing from preceding years, intense effort has been applied to strengthen and update the technical and professional skills connected with the development of specialised know-how, representing about 50% of the training hours provided.

In compliance with the rules in force, specific training programmes have been activated on the Organisation and Control Model (Legislative Decree No. 231/01 – Administrative Liability) and on sensitive subjects such as health, safety and the environment, where 27% of the total training hours has been focused.

In 2009 a total of about 154,000 training hours have been provided (equal to about 25 hours per employee), with about 15,500 enrolments. The workforce of the business involved in training initiatives has been more than 76%.

Initiatives Focused on Employees

The Snam Rete Gas group promotes social initiatives for its employees and their families and earmarks funds and structures for them.

The company has developed an articulated system of opportunities over the years consisting of additional health coverage, insurance against accidents at work and outside the workplace (complementary to mandatory insurance coverage or coverage provided by governmental structures). The employees also have supplementary pension funds, loyalty bonuses and preventive medical assistance, in addition to sports and recreational events.

Direct involvement has continued in activities connected with a project, also involving the ultimate parent Eni, to implement an internal welfare system in order to improve the quality of life of the employees by facilitating the satisfaction of work commitments alongside personal and family ones. Among them stands out the initiative started in 2009 to implement an internal day-care centre and nursery school.

Relations with the Trade Unions

Relations with the Trade Unions, characterised by the start of discussions on topics connected with the acquisition of

Italgas and Stogit and the resulting reorganisation, have proceeded constructively. The discussions between the parties have also developed on topics such as the Unitary Union Representative Body (RSU) settlement and safety, as well as on working hours and on the effects of the organisational changes implemented during the year.

Incentivation and Remuneration Systems

As well as its merit policy, based on roles and responsibilities, in recent years the company has strengthened a variable incentivisation system for managers and junior managers tied to assessment of their performances (results). This involves the completion of specific individual objective forms based on the company's general objectives. Assessment of performances in 2009 involved 100% of managers and roughly 65% of junior managers, chosen on the basis of their operating and management responsibilities.

The annual incentivisation policy is closely tied to attainment of results and managers' contributions to them. Managers have also been provided a long-term incentive and loyalty system consisting of a deferred cash incentive plan tied to business growth and operating efficiency³⁸.

HEALTH, SAFETY, THE ENVIRONMENT AND QUALITY

Introduction

In line with the principles set out in its health, safety and environment policies, the companies of the Snam Rete Gas group are actively involved in reducing the environmental impact of its activities, completing the objective of maximising the value of the business, ensuring protection against disaster and the health and safety of the employees and third parties.

The Snam Rete Gas group is working to develop and circulate its HSE (Health, Safety and Environment) culture, with a view to proactively adapting both to the regulatory framework, which is constantly evolving and becoming ever more stringent, as well as to the growing demands of sustainability.

The systems for managing the environment and the health and safety of workers are essential tools for activating the Health, Safety and Environment Policies of each company, as well as for meeting the improvement objectives established.

Particular attention has been paid to the development and dissemination of worker safety management systems so as to maintain the existing certifications and expand certification to all of the companies in the group.

⁽³⁸⁾ Information on the incentivisation plans is provided in the section "Remuneration and Other Information" in the management report of Snam Rete Gas S.p.A. for the financial year.

Health and Safety

The main goal that the Snam Rete Gas companies have set for themselves is to reduce the employee accident rate. For that purpose, activities were strengthened to make people aware of accident issues, along with training initiatives to increase the attention that each employee pays to safety in his own work.

The activities of personnel training and awareness have mainly involved occupational hazards, causes of accidents and the pertinent prevention measures. In particular, courses on safety, first aid and fire prevention continue to be provided.

With positive results, Stogit and Italgas have adopted the HSE Trophy and the Italgas Safety Trophy to improve the process of awareness and involvement on these subjects for all of the personnel.

In 2009 the "Communicating Safety" bi-annual information project was started, aimed at disseminating a culture of safety on the job. With respect to safety in subcontracting, particular attention has been paid to the qualification of suppliers and subsequently their evaluation by means of specific inspections checks carried out in the execution phase of the work. The involvement of suppliers in the matter of safety has also been strengthened with specific meetings on awareness.

Compliance of the Health and Safety Management Systems of the laboratories with the OHSAS 18001 standard is in progress, with a view to extending this certification to all of the group companies.

Environmental Responsibility

Environmental protection is an issue of prime importance in all phases of the activities of the group's companies, from feasibility studies through the final completion of the work, in order to optimise the technical decisions in terms of full respect for the environment.

One of the main environmental issues involved in the activities of the Snam Rete Gas group is the use of soil and the subsoil in the pipe installation phase. Limiting the impact on the environment and returning the land to its original condition at the end of the operations of pipe-laying are strategic objectives of the Snam Rete Gas Sustainable Development Policy.

To that end, thorough environmental clean-up operations are carried out along with remedies for cultivation after gas pipelines are laid, with particular attention to the issues connected with biodiversity.

In 2009 guidelines were presented on the safeguarding and sustainable use of biodiversity in the projecting and execution of gas pipelines, identifying in a structured manner the work and activities by which Snam Rete Gas has already contributed to reconstituting the ecological value of areas where it has done work.

Furthermore, during 2009, besides reapplying the current environmental certificates, the Environmental Management System for the new Snam Rete Gas power station at Poggio Renatico obtained the ISO 14001 environmental certification.

Climate Change and Emissions

Attending to climate change plays an important role in the choice of activities in the environmental field; the main efforts within the scope of environmental protection have particularly related to containing energy consumption and emissions into the atmosphere.

For this purpose, a series of energy management activities has been implemented to proceed with actions for rationalising, containing and optimising energy consumption.

The main initiatives have been carried out, in particular, by Italgas and Snam Rete Gas, which have installed photovoltaic plants to produce electrical energy both at buildings as well as at installations.

Particular attention has been paid to the issues of energy efficiency in remodelling and constructing new buildings. On 3 June 2009 the Genoa Station photovoltaic plant became operational and was connected to the electricity grid. The new station in Genoa has an "A" energy classification and meets the energy efficiency criteria provided for the new buildings of Snam Rete Gas.

Furthermore, in 2009 the project of disseminating the "Even Distribution of Gas Volumes at Reduction Facilities System" continued, involving 10 Italgas facilities. This system enables greater efficiency to be achieved in processes, in both operational as well as economic terms, with a reduction of consumption.

In 2008 the second activation period started for the Kyoto Protocol (relating to 2008-2012), providing targets for the reduction of carbon dioxide (CO₂) emissions. These obligations will increase substantially in the post-Kyoto period (starting 2013).

In this context, the initiatives and programmes for reducing energy consumption and the resulting reduction in carbon dioxide emissions from facilities covered by the emissions regulations (Emission Trading) are becoming ever more important for the Snam Rete Gas group.

The Snam Rete Gas group currently has 20 facilities subject to the Emission Trading regulations. They include 12 Snam Rete Gas facilities (11 gas compression stations and the Mazara del Vallo Terminal), the liquefied natural gas regasification facility of GNL Italia, and 7 of the 8 natural gas storage stations of Stogit.

In 2009 carbon dioxide emissions proved to be lower than the quotas allocated for all of the group companies.

Results in terms of CO₂ emissions are directly related to the use of the fuels necessary for the activities of compression and storage of natural gas, so every activity carried out to

contain energy consumption has positive repercussions on reducing CO₂ emissions as well.

During 2009 multi-annual projects proceeded for adapting machinery and facilities to achieve higher efficiency with the resulting reduction in energy consumption and thus in CO₂ emissions. In particular, activities have proceeded in the installation of new turbines or the adaptation of existing turbines using technologies and equipment with low emissions at Snam Rete Gas and Stogit stations.

Quality

In 2009, ISO 9001:2008 certification was obtained for the process: "Performance of the service of measuring natural gas injected and withdrawn at the Snam Rete Gas transportation network within Italy. Management of the design and construction of natural gas measuring facilities."

During 2009 the quality management system for the activities of dispatching natural gas within the national Snam Rete Gas network, already certified under ISO 9001:2000 since 2003, was certified by Det Norske Veritas (DNV) under the new ISO 9001:2008 standard.

At the end of 2009 the "Measurement Laboratory" (Italgas) obtained SIT (Sistema di Taratura in Italia) accreditation for the Volume figure.

These certifications are added to the certifications and accreditations already existing and confirmed in 2009:

- Certification of the Italgas HSE Integrated Management System under the ISO 9001:2008 standard;
- Certification of Stogit under the UNI EN ISO 9001:2000 standard for the activities of "Projecting and performing the service of measuring and accounting for natural gas";
- SIT (Sistema di Taratura in Italia) accreditation awarded to the Snam Rete Gas "Laboratory and Development", the first natural gas mixture calibration station in Italy to obtain this accreditation. The laboratory has also been accredited since 2007 by SINAL (Sistema Nazionale per l'Accreditamento dei Laboratori) with respect to analysis of piped gas fume emissions;
- The Snam Rete Gas "Materials Analysis Laboratory," accredited by SINAL since 2007 for mechanical testing and materials spectrometric analyses;
- SINAL accreditation for the "Technology Laboratories" of Asti (Italgas), relating to fuel gas and thermoplastic joint analysis.

TECHNOLOGICAL INNOVATION AND RESEARCH

During 2009 Snam Rete Gas developed its commitment to identifying new technologies for the safety and efficiency of its transportation network in two major European areas.

As part of GERG, "Groupe Européen de Recherches Gazières" (www.gerg.eu), Snam Rete Gas, still chairing the Transmission & Storage Programme Committee during 2009, coordinated the designing of new projects relating to:

- pipeline control and monitoring;
- checking and assessing pipeline section integrity;
- technology transfers from other business segments to gas transportation processes.

Furthermore, also within GERG, a project was completed in coordination with Italgas in the segment of natural gas odourisation. The project had participation from the major European gas distribution companies as well as numerous producers of odourised substances. The results of this project were presented to the Technical Committee (TC 193) of the ISO so that they could be taken into consideration for inclusion in the ISO standards compilation.

As part of EPRG "European Pipeline Research Group" (www.eprg.net), Snam Rete Gas has participated in research projects aimed at improving the integrity and safety of gas transportation pipelines, with particular attention to structural, metallurgical and corrosion aspects.

Furthermore, within the scope of the development and upgrading of natural gas transportation network management systems, during 2009 it continued the activities of benchmarking, with the aim of identifying and comparing, with other European gas transportation companies, the key, shared technical and economic indicators (KPI – Key Performance Indicator).

With reference to distribution activities, during 2009 experimentation was done in the field, with good results, on a new-generation portable laser pointer, of limited weight and easy handling, for locating gas leaks from above-ground facilities or piping. The pointer has ATEX certification (in accordance with European Union Directive 94/9/EC) for operability in potentially hazardous environments. This pointer, besides displaying the typical advantages of laser technology (high selectivity in encountering methane, ability to work even in inclement weather conditions, etc), enables remote determination of the presence of methane even in potentially explosive areas without exposing the personnel involved to risk. The company is presently evaluating the operational use of this device.

Furthermore, Italgas, in response to resolution no. 155/08 of the Electricity and Gas Authority, has started up the "Remote Gas Meters Reading" project to test the remote reading technologies for meters now commercially available for use at home. After a first phase of market surveys, nine different solutions have been selected, eight of which use radio frequency communications and one uses GSM/GPRS technology.

During 2009 about 4,000 devices were installed in the field and are still in the testing phase. Furthermore, the project for updating the technology for high-calibre ultrasound meters for installation at calibration and measurement facilities (REMI) has been continued and a testing campaign has been started, concerning household meters, on an ultrasound meter produced in Japan.



RELATIONSHIPS WITH STAKEHOLDERS

Shareholders and Institutional Investors

Since its stock exchange listing in December 2001, Snam Rete Gas has acted in such a way as to create its own corporate identity expressing its objectives and management spirit, also in the form of disclosures to the market.

Snam Rete Gas is characterised by its transparent relationships with investors and the financial community by means of clear communications of its objectives and its results so that investors and the financial markets can have a full understanding of all its value drivers.

The Company's commitment has been recognised by its inclusion in the prestigious Dow Jones Sustainability World Index and in the ECPI Ethical Index Global, as well as with reconfirmation on the ethics indexes FTSE4Good, ECPI Ethical Index Euro, ECPI Ethical Index EMU and Ethibel Investment Register and Sustainability indices.

In 2009, with a very intense financial communications strategy, the company held almost twenty road shows, with the aim of meeting institutional investors and shareholders in the major financial markets in Europe and North America. In total, the management met roughly 100 investors in special one-on-one meetings, approximately twenty of which were held at the company's head office in San Donato Milanese, and added to this there were about twenty meetings with multiple investors (group meetings). As well, segment conferences (Utilities Conference) represented further occasions for meetings.

In particular, the execution of extraordinary transactions in 2009 such as the acquisition of Stogit and Italgas and the capital increase completed for financing those acquisitions, in part, led the management of the company to be involved in ad hoc meetings both with the banks belonging to the

placement pool as well as with investors, with the purpose of delineating the strategic consistency of the acquisition transaction as well as strengthening and expanding the shareholding base of the company within the context of the operation for increasing capital.

Upon the occasion of the publication of the business results (annual, half-yearly and quarterly results), the company organises conference calls in which an average of fifty people participate, including the twenty-six analysts who publish research on the share. Immediately after approval by the internal bodies, the company makes the documentation of the annual, half-yearly, interim and quarterly management reports available both in Italian and English.

During the year, management took part in round table meetings, seminars and conferences on the topics of the utilities segment, stock markets and corporate governance. Special presentations are prepared for each event and they are then made available in a specific section of the Snam Rete Gas website.

The Investor Relations pages of the website (www.snamretegaz.it) are constantly updated and developed to provide immediate, complete information. Among the innovations introduced, is the online publication of the Financial Market's Review, which offers a monthly analysis of financial markets and the performance of the utility industry, of Snam Rete Gas stock, and of the stock of its competitors. Starting in December this is augmented by "News&Facts", a quarterly publication meant especially for individual investors.

Particular attention has also been paid to the issue of sustainability, with further expansion and rationalisation in the area devoted to the categories of socially responsible investors, of information and of the links that an ethical investor or a company ethics rating analyst may need to



evaluate the Company. It is noted that, as part of the work done, in addition to the stock market performance of the international indexes, the main sustainability indexes in which the company participates have also been added: Dow Jones Sustainability World Index, FTSE4Good Europe Index and FTSE4Good Global Index.

Relationships with the Territory and Communities

In line with its sustainable development policies and its strategic development plans, Snam Rete Gas carries out social and cultural activities. It interacts constructively and continuously with the communities in which it operates. It works with the local and national authorities and is a member of many associations and committees. It is committed to providing its expertise to ensure improvements in the area of corporate social responsibility.

With this in mind, the activities involving meetings and discussions with the communities in the territories where it operates have been continued. Of note are the public meetings with the inhabitants of Cortemaggiore and Besenzone in the Province of Piacenza to present and discuss the start-up of the pilot project that Stogit has planned for the injection and sequestration of CO₂ in the Cortemaggiore deposit.

Furthermore, the traditional meetings (Open Days) have been continued so that inhabitants, local institutions and the press can be informed, with the help of specialised technicians, on the activities of Snam Rete Gas industrial facilities. In particular, Open Days have been on the subjects of the Messina compression station and the storage facilities of Minerbio, Fiume Treste and Settala.

During the year, institutional meetings continued with representatives of local authorities and governmental administrations present within the territory of Porto Venere, where the liquefied natural gas regasification facility owned by

GNL Italia S.p.A. is located. The discussions were aimed at seeking ever greater sharing and participation from local stakeholders in the company's strategic decision to upgrade the facility in Panigaglia.

GNL Italia also contributed to the presentation of a series of events and celebrations organised by the Porto Venere Regional Natural Park and by the Commune of Porto Venere during 2009.

Since 2002, Snam Rete Gas has supported the Legambiente initiative, "Clean up the World," the largest international voluntary environmental campaign, sponsored by the UNEP, the United Nations environmental programme, by the Environment and Land and Sea Protection Ministry and by the Education Ministry.

Snam Rete Gas and Culture

Snam Rete Gas, as a corporate member, supports the activities of the Poldi Pezzoli museum, one of the most appreciated cultural institutions in Milan and in Italy. This membership is in line with the Company's commitment to the protection of works of art and cultural diffusion.

Italgas has continued its activities in support of cultural, scientific and social initiatives and associations. In particular, in 2009 the moving and reopening of the Italgas museum took place, inaugurated on 15 May 2009, also starting up the project of systematising and computerising the documentary assets in the archive.

The "Italian Countryside" project has continued, for enhancing areas crossed by gas pipeline networks and their communities. This is a project of artistic and cultural value assigned to three important photographers who, by using their imaginations, have portrayed the frontiers of methane gas importation. In 2009 the initiative reached its third edition. After Sicily, the landing stage for gas from North Africa, and Val

Padana, strategic hub for the gas pipeline network, the star of this new photographic voyage was the Alpine arch.

Electricity and Gas Authority and Customers

Relations with the regulator (the Electricity and Gas Authority) in 2009 were constructive. In particular, in December the Authority issued Resolution ARG/gas 184/09 setting the criteria for determining the tariffs for the transportation and measurement of natural gas for the third regulatory period (1 January 2010 to 31 December 2013), confirming a transparent, clear and stable regulatory framework for the four-year period. The characteristics of the regulatory framework governing the activities of regasification, distribution and storage are similar.

The cooperation between the transporter, the regulator and the users is the basis for creation of a regulated gas market that provides incentives for operators leading to an increasingly careful and efficient use of the network to the benefit of the community and of the customers. It also makes a real contribution to the safety and flexibility of gas supplies for Italy.

Suppliers

The Company, when availing itself of the labour, goods and services needed for the activities inherent to the operation of the infrastructures and the development of new investments, resorts to a multitude of appropriately qualified entities present on the market.

In light of the new organisational structure of the group, the suppliers signing at least one contract in 2009 amounted to

1,415, 3.7% of which were foreign, for a total of 2,124 contracts issued.

The process of provisioning for goods, labour and services is carried out by the Supply Chain department, which ensures its proper execution by using requirements planning, supplier qualification and research, definition of contractual tools and strategies consistent with a market in constant evolution and with the rules of law, promotion of job contract bidding and real property asset management.

The system upon which this process is based is aimed at ensuring an objective assessment of suppliers, both in the qualification phase as well as when contracts are allotted, ensuring that they have equal opportunity once the required qualitative standards are met.

According to the critical level of the product category, the inclusion of a new company on the list of suppliers is subject to a positive assessment of various aspects, including preliminary, documentary and technical ones. Furthermore, particular attention is requested of suppliers in terms of compliance with the Organisation and Control model (Legislative Decree No. 231/01 – Administrative Liability) of Snam Rete Gas and with the principles of the Ethics Code that is an integral part of that model, as well as the fulfilment of satisfactory occupational safety criteria, health protection, quality management and business safeguards, and, finally, the international standards on the right to work.

Once a contract is signed, remaining on the list of suppliers is subject to a positive assessment of performance in terms of product quality, processing and delivery compliance.