

SECTION 4: SCHEDULING AND QUALITY OF THE REGASIFICATION SERVICE

Chapter 4.1 - MAINTENANCE SCHEDULING AND MANAGEMENT

4.1.1 General aspects

The purpose of scheduling maintenance, though the scheduling of specific works at the Terminal, is to ensure the regular operation and an appropriate state of repair of the latter, its equipment and all the facilities used to provide the service. In order to carry out the appropriate maintenance work in the utmost safety, complementary operations are required such as, for example: the emptying of pipes or other parts of the Terminal and decontamination, stopping the plant and the subsequent cooling, filling and activation of the plant itself.

The Users and Small Scale Users accept that the aforementioned activities are necessary and may have an impact on the actual availability of the Regasification Service and the Small Scale Service. To such end, the Operating Company agrees to schedule such activities and give adequate prior notice to the Users and Small Scale Users in accordance with the following provisions.

4.1.2 Maintenance Schedule

4.1.3 The Operating Company shall publish, by 1 August of each year, the Maintenance Schedule for the subsequent Gas Year Scheduling maintenance work

- a) When scheduling any maintenance work which causes a Planned Service Reduction, the Operating Company shall:
 - (i) to the extent practicable, schedule such work to be carried out between 1 May and 30 September of each Year; and
 - (ii) schedule the work to coincide (as far as practicable) with the execution of any inspection, maintenance, repair, modification, addition, expansion and/or construction of the National Transmission System that may affect the redelivery of Gas to the Redelivery Point.
- b) The number of Gas Days planned for the maintenance work envisaged by the Maintenance Schedule shall be:
 - (i) a maximum of seventy-six (76) Gas Days in the five (5) Gas Year period thereafter, i.e. a number of Gas Days equivalent to a total reduction of the Regasification Service; and
 - (ii) an annual maximum of twenty-eight (28) Gas Days for each Gas Year i.e. a number of Gas Days equivalent to a total reduction of the Regasification Service.

Subject to the foregoing, the Operating Company may schedule and order inspections of the LNG tanks to be carried out by an Approved Certification Company with a duration not exceeding four (4) Gas Days for each Gas Year and which shall be considered to be in addition to the Gas Days planned for maintenance work for each Gas Year. At least [two (2)] Gas Days prior to such tank inspection, the Users shall be obliged to empty at least one tank as directed by the Operating Company pro rata based on their Percentage Shares on the relevant Gas Days.

4.1.4 Amendments to the Maintenance Schedule

At least (2) Months prior to carrying out any maintenance, the Operating Company will inform the Users and Small Scale Users of the dates on which the relevant maintenance work is scheduled with an indication of the reduction of the Regasification Service and the Small Scale Service. Any subsequent changes to the dates of such work will be notified by the Operating Company to the Users and Small Scale Users as soon as possible and in any case attempting to minimise the effects on the scheduling of the Unloading.

4.1.5 Unplanned Service and Small Scale Service Reduction

The Operating Company may carry out additional work, inspections, maintenance, repairs and modifications other than and in addition to the works envisaged in the Maintenance Schedule provided that the consequent Unplanned Service Reductions do not result in a delay of a Confirmed Cargo that exceeds two (2) Gas Days. The Operating Company will publish the updated Maintenance Schedule on its website as soon as possible taking into account such Unplanned Service Reduction and the provisions of Clause 3.8.2a) will apply.

The Operating Company may also carry out additional work, inspections, maintenance, repairs and modifications other than and in addition to the works envisaged in the Maintenance Schedule provided

that the consequent Unplanned Service Reductions do not result in a delay of the Small Scale Slot of more than eleven (11) Days. The Operating Company will be required to inform the Small Scale User concerned of the Unplanned Small Scale Service Reduction as soon as possible.

Chapter 4.2 - OPERATIONAL COORDINATION

In order to ensure the operational coordination between the Regasification and Transportation Services envisaged by article 16, paragraph 1 of TIRG, the Operating Company, in its capacity as a regasification company, will coordinate with SRG, in its capacity as a transportation company, with particular regard to the following activities:

- monthly/weekly/daily scheduling of the quantities expected to be redelivered at the Redelivery Point and injected into the National Transmission System;
- Allocation among the various of the users of the transportation of the Gas injected into the National Transmission System;
- Management of emergencies;
- Management of the measuring facility at the Redelivery Point in accordance with the applicable statutory provisions.
- Any other activity for which coordination is envisaged between the Operating Company and SRG in accordance with the provisions of the Regasification Code and the Network Code.

Moreover, in order to reduce disservices for Users, the Operating Company and SRG will, where possible, jointly determine the scheduling of their respective maintenance work.

Chapter 4.3 – QUALITY OF THE REGASIFICATION SERVICE

4.3.1 Introduction

The Operating Company has adopted a policy designed to reach and maintain a high standard of quality so as to ensure for all Users an adequate standard of reliability in the provision of the Regasification Service in compliance with the safety and environmental laws and in accordance with International Standards.

The fundamental principles to which the Operating Company adheres in order to ensure an adequate level of satisfaction of the User's needs in relation to:

- Efficiency of the Regasification Service;
- Continuity of the Regasification Service;
- impartial treatment;
- safety, health and environment;
- Participation;
- Information;
- Commercial quality;

are listed below

Therefore, the Operating Company has adopted a HSEQ (Health, Safety, Environmental and Quality) policy and has undertaken, *inter alia*, to

- meet the management system requirements for quality, environment, health, safety and corporate responsibility and continually improve their effectiveness;
- strictly comply with the legislative requirements for employment protection, health and safety in the workplace and guarantee the protection of workers' rights;
- strictly comply with the legislative safety requirements and which protect the environment in the surrounding area;
- take, including with its suppliers, all the measures technically possible to prevent injuries and accidents and to protect safety, the environment and persons;
- promote and disseminate a culture based on the satisfaction of the Users and the workers;
- continually improve the company's processes, services and performance, to render them increasing effective and efficient;

- enhance and enrich the experience and knowledge of its staff through training and awareness at all levels;
- constantly monitor both internal company processes and those outsourced, promoting at all levels an adequate awareness of health, safety, environmental and corporate responsibility issues;
- disseminate inside and outside the company a philosophy of quality, protection of the environment, health, safety and social responsibility, in particular by promoting a dialogue with the interested parties to ensure transparency and clarity in its dealings.

In order to implement such commitments, the Operating Company shall adopt an integrated management system in accordance with UNI EN ISO 9001, UNI EN ISO 14001, UNI EN 45001 and SA 8000.

4.3.2 Fundamental principles

The fundamental principles to which the Operating Company adheres to reach its objective of satisfying its Users' expectations are identified below.

4.3.2.1 Efficiency of the Regasification Service

Such principle requires the identification of organisational, procedural and technological solutions than can bring the Regasification Service in line with market requirements.

4.3.2.2 Continuity of the Regasification Service

In the event that interruptions of the Regasification Service occur due to, by way of example and without limitation, emergency situations, the Operating Company will take action to limit the consequences of such events, informing the Users of such interruptions and adopting any measures that may be deemed necessary to restore the Regasification Service.

4.3.2.3 Impartial treatment

The Operating Company guarantees compliance with the principles of objectiveness, neutrality, transparency and impartiality and non-discrimination in the operation of the Terminal and, more generally, in its company activities.

4.3.2.4 Safety, health and environment

The Operating Company is committed to conducting its business and providing the Regasification Service with respect for safety, the environment and health.

In the specific area of environmental protection, the Operating Company makes its contribution to climate protection and undertakes to assess the significant aspects of its activities and to reduce their impact. In particular, the Operating Company agrees to take all possible steps:

- to significantly reduce its air emissions, where this is technically and economically possible, through continual improvement processes and prevention strategies;
- not to exceed the emissions thresholds envisaged for waste water and where possible purify waste water before it is discharged into the receiving waters;
- monitor the marine ecosystem and preserve the associated environmental matrices;
- exploit the energy in an efficient a manner as possible, through measured saving programmes;
- reduce its consumption of harmful fuels and optimise the production process in which they are used.

In the specific context of the protection of safe and healthy working conditions, the Operating Company shall help to mitigate the impacts on safety through the participation and consultation of its workers and those of its suppliers.

In particular, the Operating Company agrees to do as much as possible to:

- improve its safety culture by encouraging workers to report any dangers, risks and anomalies;
- work to reduce accidents with the objective of reducing as far as possible accidents and/or injuries;

- continually eliminate dangers and/or reduce risks.

The HSEQ policy, together with the Relevant Accident Prevention Policy (PIR) document, is in line with the fundamental principles of the European Directive 96/82/EC (Legislative Decree no. 105/2015), to which must be added the objectives of protecting workers' health and the rules on environmental protection laid down by Legislative Decree no. 152/2006 as subsequently amended. All of which is guaranteed by the application of management criteria that comply with this policy and that of its suppliers.

In particular, the Operating Company has set the following objectives:

- continually update risk analyses and the assessment of new risks, with the aim of eliminating such risks and, where not possible, reducing them;
- prevent dangerous situations or incidents and eliminate, where possible, any situations of danger, ensuring that the risk arising from the Terminal's activities is as low as is reasonably possible in light of current knowledge and technologies;
- enhance and enrich the experience and knowledge of the staff through training and awareness at all levels, especially in relation to safety issues;
- give the utmost importance to health, hygiene and safety in the workplace, assessing and eliminating potential risks and, in the event that this is not possible, implementing adequate prevention and protection measures;
- minimise the impacts of any relevant incident through the timely and proper application of the envisaged protection measures;
- improve the reliability of the Terminal and its processes through the use of cutting-edge machinery and technologies and targeted and preventive maintenance of facilities defined as critical.

4.3.2.5 Participation

A process for updating the Regasification Code is envisaged, which is open to participation of all eligible parties, which may submit proposals for the amendment/supplement of the document in accordance with the provisions of Chapter 6.2.

4.3.2.6 Information

The Operating Company will make available to each User, through the Electronic Communications System, information regarding its Capacity Agreement, and any other information on its relationship with the Operating Company.

4.3.3 Areas of intervention

In order to assess the achievement of the aforementioned objectives, listed below are certain areas in which parameters and indicators which adequately reflect the technical and commercial standards of quality shall be identified and monitored.

4.3.4 Commercial quality standards

Some of the main areas that allow the determination of the quality of the services provided by the Operating Company from a commercial standpoint may be identified as follows:

1. Procedures and timing for responses to requests for clarification on aspects pertaining to:
 - access to the Regasification Service;
 - allocation and transactions of Regasification capacity;
 - allocation;
 - invoicing.
2. Responses to complaints regarding invoices for the Regasification Service;
3. Compliance with the timings envisaged by the Regasification Code;
4. Assessment of the level of User satisfaction, through special surveys.

4.3.5 Technical quality standards

Some of the main areas that allow the determination of the quality of the services provided by the Operating Company from a technical standpoint may be identified as follows:

1. compliance with the limits set in the Regasification Code for the Planned Service Reduction and the Unplanned Service Reduction;
2. use of measuring instruments (quantity and quality) that guarantee increasingly higher levels of precision and reliability;
3. emergency service to guarantee the safe operation of the Terminal and, where possible, the continuity of the Regasification Service in case of emergency.

4.3.6 Standards of quality of the Regasification Service

The standards of commercial and technical quality of the Regasification Service provided by the Operating Company are described below.

The Operating Company monitors the standards and provides the ARERA, by 31 December of each Year, with information and data on the performance of such standards over the course of the previous Gas Year.

4.3.7 Guaranteed standards of commercial quality of the service contained in the Regasification Code:

Area	Deadlines subject to guaranteed standards
Allocation after start of Gas Year (Clause 2.1.8)	Deadline for the publishing, by the Operating Company, of the Available Delivery Slots
Transfer of Regasification capacity (Clause 3.2.2)	Deadline for the acceptance, by the Operating Company, of the regasification capacity transfer request
Invoicing (Clause 5.2.2)	Deadline by which the Operating Company issues the invoices relating to the invoicing Month

4.3.8 Guaranteed standards of technical quality of the service contained in the Regasification Code:

Area	Deadlines subject to guaranteed standards
Planned Service Reduction (Clause 4.1.3)	Maintenance work that determines a total reduction of the Regasification Service
Planned Service Reduction (Clause 4.1.3)	Maintenance work that determines a total reduction of the Regasification Service
Regasification Service Reduction (Clause 4.1.3)	Inspections of the LNG tanks