



1962 2012

Crisis Management in Enel Security Department

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INTERNATIONAL WORKSHOP ON
EMERGENCY MANAGEMENT FOR CRITICAL
INFRASTRUCTURES CRISES
04 October 2012
ENEA Headquarters, Rome

Enel today

Integrated energy player

Public Use
Security/ Crisis Management



creates and distributes value
in the international energy
market

61 Mln
customers

75,400
Employees

Serving the
communities

1.36 Mln
shareholders

Presence in
40
countries

Safety

Respect of
environment



Enel today

An international energy operator

Public Use
Security/ Crisis Management

Presence in

40 countries

Installed capacity

97,300 MW

Annual production

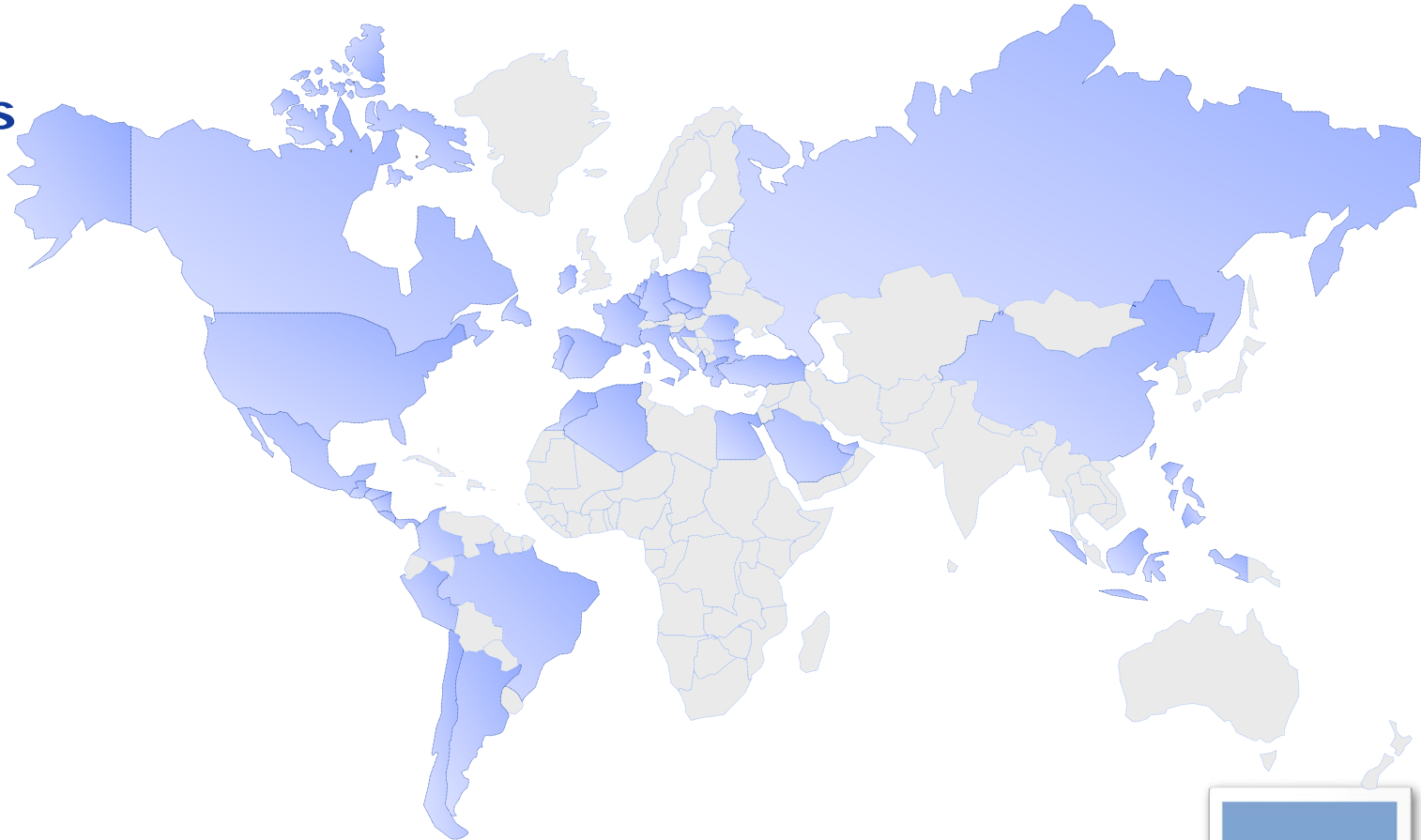
294 TWh

Customers

61 million

Employees

75,400



Data as of 31.12.2011

Rome 4 October, 2012

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Crisis Management

Enel Crisis Management is aimed to prevent critical events, manage the consequences and reduce impact.

Crisis Management is a set of

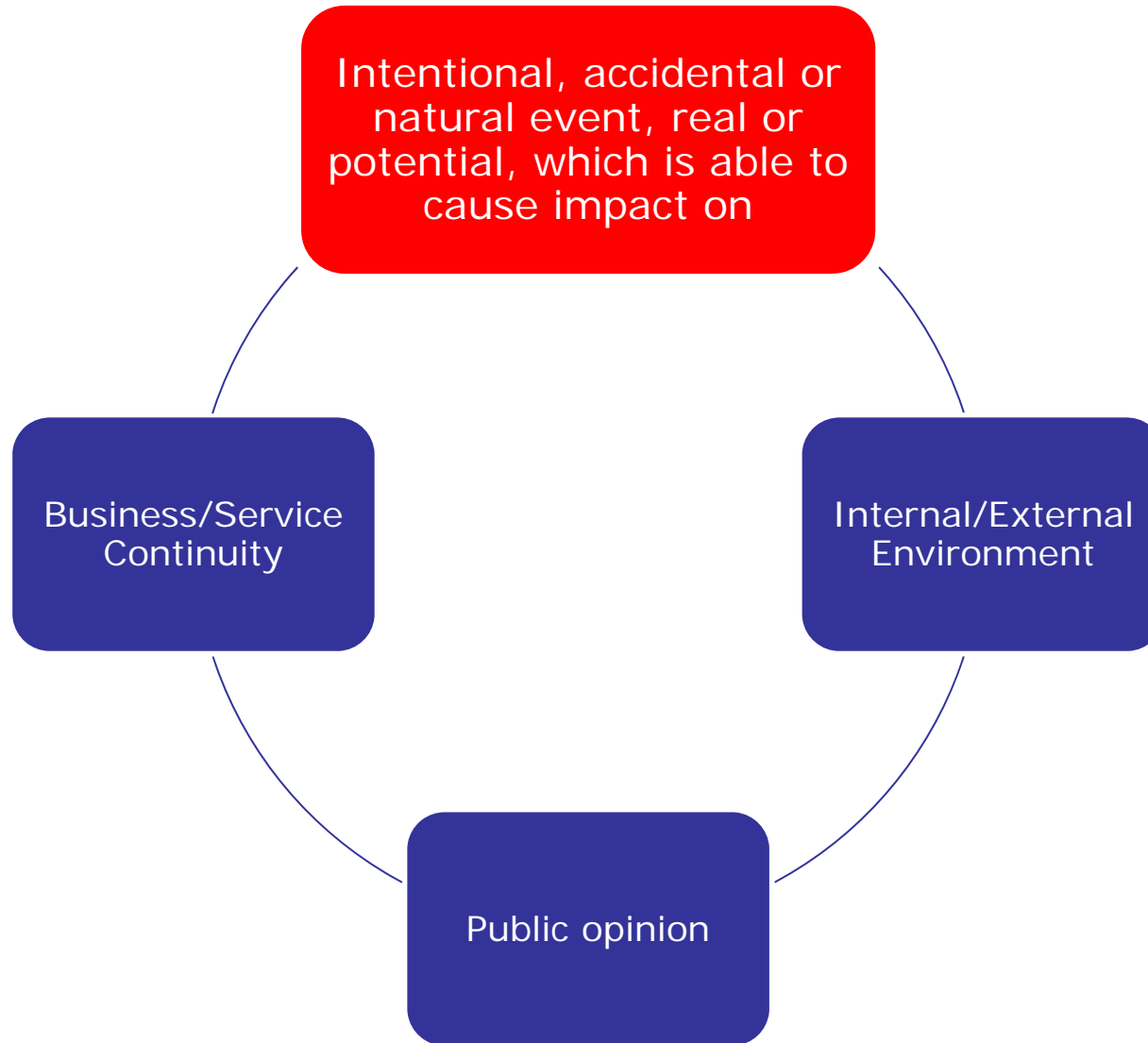
Procedures

Infrastructures
and
equipments

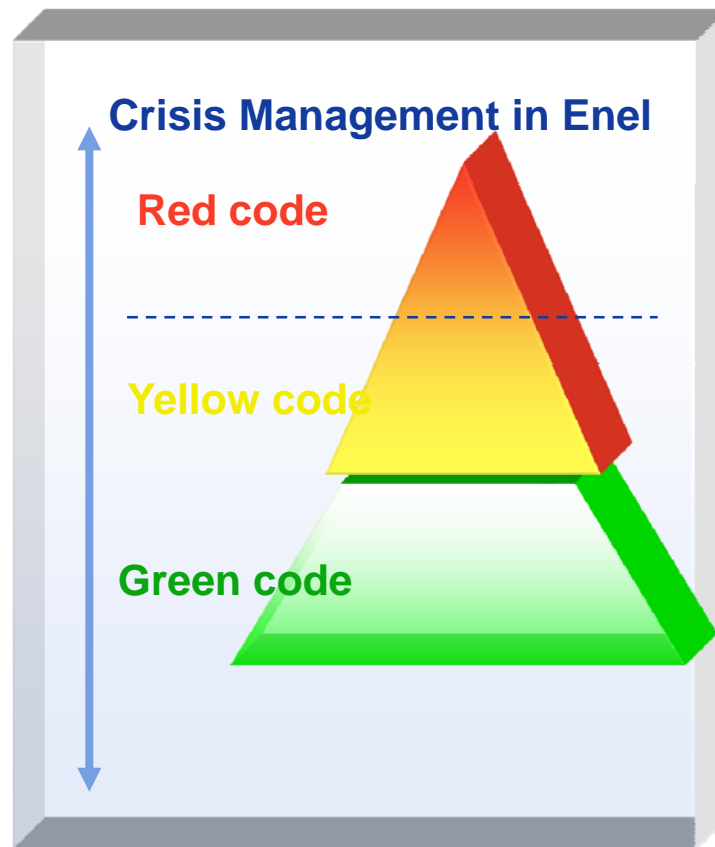
People
specifically
trained



Critical Event Definition



Critical Event Classification



Management of Critical Events

Training and support activities

Crisis Management Unit



- Security and Emergency Plans
- Impact Matrix
- Standards, Formats, Checklists, etc.
- Periodic Test on Crisis Management process
-



Local Unit for critical event management



Local Person in charge & Local Security



Joint Unit



Crisis Committee



Security Situation Room

Security Event Prevention

Public Use
Security/ Crisis Management

Coordination of operational security activities

Collection and monitoring of information coming from open source



Collection of signals and information coming from local Security and from Business lines



Relationship with Public Offices: Law enforcement, Prefectures, etc.

Documents, standard and regulations related to security events management

Reporting for Top Management



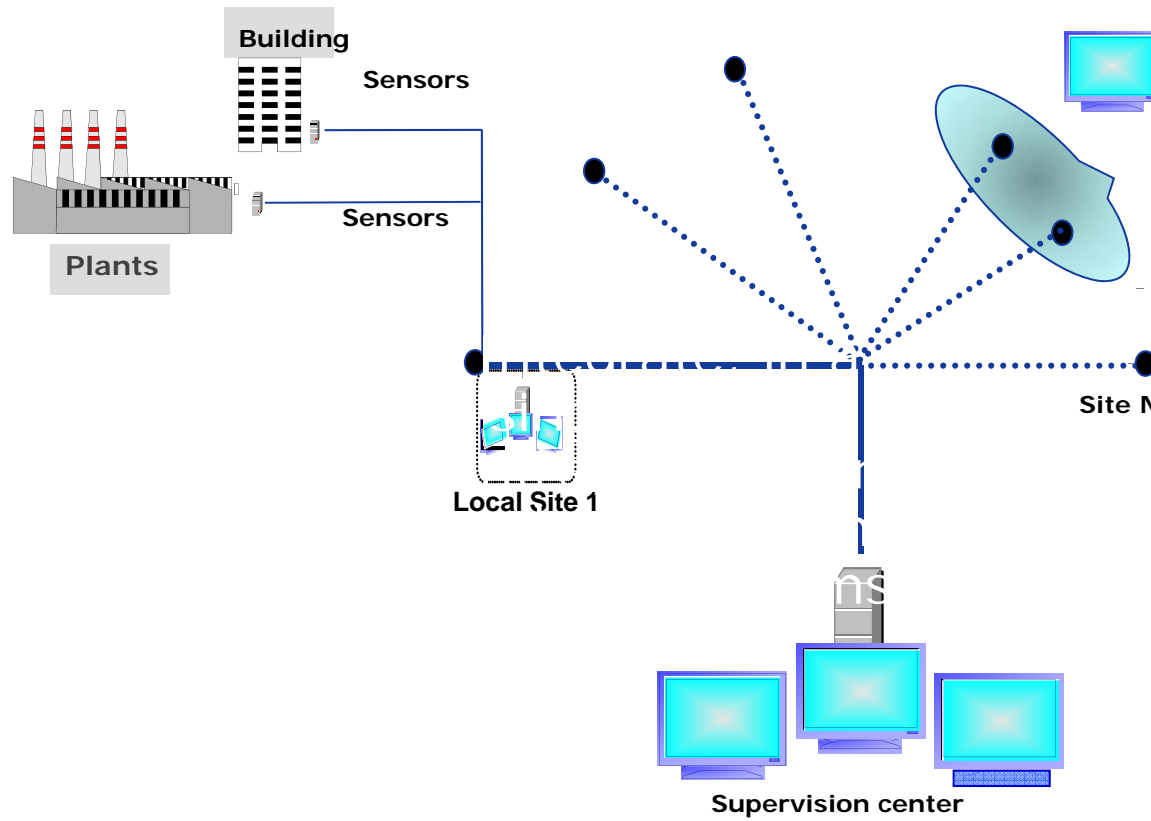
FIFTY YEARS

1962 2012

Security Operation Center

General structure

Public Use
Security/ Crisis Management



Integrate, in a control centre, information and alarms from local security systems



Crisis Management

Enel Crisis Room

Joint Unity meet to evaluate impacts and coordinate the actions for event management (Yellow Code)

Crisis Committee meet to evaluate impacts and coordinate the strategic actions for event management (Red Code)

Periodic simulations to check the Crisis Management system

De-briefing on the event management: information, actions and results are analyzed and stored so that every experience can be useful in the future

Crisis Room is connected with Institutions:

- Ministry of Foreign Affairs
- Ministry of Internal Affairs
- Department of Civil Protection



Travel Security

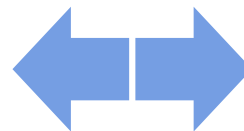


Memorandum of Understanding signed by Enel CEO and Italian Minister of Foreign Affairs (MAE)

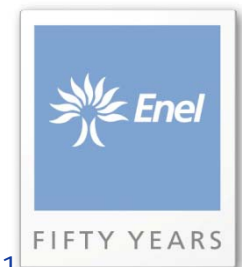


Prompt exchanging of relevant information and coordination of measures to protect Enel employees

**Enel
Situation
Room**



**MAE
Crisis
Unit**



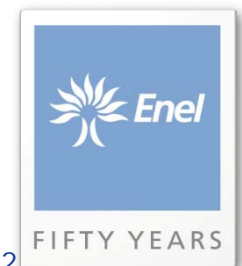
National Security System

All the activities and arrangements that Government, either on his own or with the main companies which manage public services, implement to ensure national security, territorial defense, protection of economic interests of the country, assistance and help to the population

Italian Regulation DPCM 22 July 2011

To protect classified information, or covered by State Secret, from subtraction, destruction, manipulation, espionage or unauthorized disclosure

To preserve the installations, buildings and place where classified information are managed, or covered by State Secret, from acts of sabotage and from every other actions finalized to damage



Critical Infrastructures

December 2008: UE Council approves
2008/114/CE Directive on Critical
Infrastructures

April 2011: Italian Government approves
Legislative Decree 61/2011 which transposes
in Italy the European Directive on Critical
Infrastructures



Critical Infrastructures

“Critical Infrastructure”: a system the disruption or destruction of which would have a significant impact on corporate functions, on health, safety, security, economic or social well-being of people.

“Risk analysis and impact assessment”: relevant threat scenarios about critical infrastructures on his own nationwide to evaluate the impact coming from their damage or destruction

“Operator Security Plan”: each owners/operators defines a security plan (protection systems and crisis management measures/procedures)

“Security Liaison Officer”: each owner/operator designates a Security Liaison Officer for relationship with competent national authority

