



IMPROVEMENT PLAN

Naples 30/03/2023

On 30/03/2023 The Grimaldi Euromed company with the participation of the departments Usqua, Upassengerclaims, Dircom short sea, Uhotel, Utec and Upax met to revise the Service Charter, update the table of quality indicator results for the financial year 2022 and prepare the annual improvement plan for the year 2023.

The Company's mission is to provide efficient, reliable, innovative, and high-quality services for the maritime transport of passengers and goods by pursuing a constant process of identifying the needs and expectations of its customers. The Company is dedicated to the pursuit of excellence, social responsibility and transport solutions that promote environmentally sustainable mobility. These objectives are set out for the lines under public agreement in the Service Charter.

During the year 2022, all indicators improved, achieving excellent results compared to last year. The Company, with a view to continuous improvement, sets an improvement target for 2023 of a 2% increase in the results achieved in the following indicators compared to the results achieved last year.

Below are the indicators examined and provided for in the service charter:

- a) Overall perception of security
- b) Overall perception of personal and property security
- c) Overall perception of the regularity/punctuality of the service
- d) Overall perception of the level of cleanliness
- e) Overall perception of the comfort of the journey
- f) Overall perception of the usability of additional services
- g) Overall perception of the usability of services for PMRs
- h) Overall perception of the usability of information
- i) Overall perception of reception staff
- l) Overall perception of the level of service in counter operations
- m) Overall perception of modal integration
- n) Overall perception of attention to the environment