

OPERATIONAL PLAN FOR ACCESSIBILITY

Prepared in accordance with Measure 11 of Annex A to Deliberation No. 96/2018
of the Transport Regulation Authority

CONCESSION CONTRACT FOR THE PUBLIC SERVICE OF MARITIME TRANSPORT OF
PASSENGERS, VEHICLES AND GOODS BETWEEN NAPLES, CAGLIARI AND PALERMO
AND VICE VERSA

(CIG 8648427BB9 CUP D69J21000210001)

1. Introduction

This Operational Plan for Accessibility (“**Plan**”) has been adopted pursuant to Measure 11 of Annex A to Deliberation No. 96/2018 of the Italian Transport Regulation Authority (“**TRA**”), with the involvement of the Ministry for Infrastructure and Sustainable Mobility - General Directorate for the Supervision of Port Authorities, Sea and Canal Transport (“**Granting Body**”), the competent Port System Authorities (“**PSA**”) and Maritime Authorities (“**MA**”), the Terminal Operators (“**TO**”), and the representatives of consumer and passenger associations and associations for PRMs (collectively the “**Stakeholders**”), in relation to a contract for the award of a public maritime transport service for passengers, vehicles and goods between Naples, Cagliari, Palermo and vice versa (“**Contract**”) for a time equal to the term of the Contract.

The main objective of the Plan is to increase the accessibility of sea transport at every stage, with particular regard to **persons with reduced mobility (PRMs)**, when using transport, due to any physical disability (sensory or locomotive, permanent or temporary), any mental disability, handicap or other cause of disability, or due to age, and whose condition requires adequate attention and an adaptation of the service provided to other passengers in order to meet the specific requirements of the PRM, in accordance with Regulation EU No. 1177/2010).

To this end, the Plan identifies joint actions that Grimaldi Euromed S.p.A. the (“**Company**”) and the other Stakeholders, each to the extent of their own responsibility, will undertake **in order to improve the accessibility of the sea transport service** and facilitate the work to eliminate the architectural and sensory barriers at the ports of Naples, Cagliari and Palermo. These actions will be coordinated according to synchronous priorities based on any existing plans to eliminate these barriers.

The Plan takes into account the reference laws, with specific reference to Regulation EU No. 1177/2010 concerning the rights of passengers travelling by sea and navigable inland waterways (in particular, in Chapter II of the Regulation, containing “*Rights of persons with disabilities and reduced mobility*”).

The Plan has also been drawn up in accordance with the obligations towards PRMs, deriving from the Contract (Art. 7 - “*Quality Policy - Services Charter - Obligations in the event of inconveniences - Obligations towards PRMs*”) and the respective annexes (Annex H - “*Services Charter*” Annex I - “*Assistance for persons with reduced mobility and training*”).

2. Schemes to reduce architectural and sensory barriers at the Ports involved

For information about any schemes to reduce the architectural and sensory barriers at the Ports of interest, within the availability of the competent Port System Authorities and Terminal Operators, see the Authorities’ websites:

- **Port System Authority for the Central Tyrrhenian Sea:** <https://adsptirrenocentrale.it/>;
- **Port System Authority for the Sardinian Sea:** <http://www.adspmaredisardegna.it/>;
- **Port System Authority for the Eastern Sicilian Sea:** <https://www.adspalermo.it/>.

3. Hospitality and assistance for persons with reduced mobility

The Company will ensure that all PRMs are fully able to use all passenger services and that they have the ability to easily embark and disembark, safely and, if possible, independently.

In this regard, in accordance with Annexes II and III of Regulation EU No. 1177/2010, the Company, through its on-board personnel and terminal operators, will take all the steps necessary to provide persons with reduced mobility with the necessary assistance and services, both on land, at the Ports, and on board the ships throughout the crossing.

PRMs are required to inform the Company of the type of assistance required, specifically in order to:

- advise in writing (by email to info@grimaldi.napoli.it or by fax to +39 081 5517716, attaching a copy of an ID document), **when buying the ticket or at least 48 hours before special assistance is required**, of their specific requirements for on-board accommodation, seating, special services or the need to transport medical devices or mobility equipment (including electric wheelchairs); and
- inform the Company or the terminal operator, **at least 48 hours in advance**, if any other type of assistance is required.

Passengers are free to declare themselves as PRMs once aboard. Notices and forms to be completed to request assistance are available at reception.

Blind and partially-sighted passengers may travel accompanied by a guide dog, in accordance with national legislation (Italian Law No. 376 of 25 August 1988), international and EU regulations (Article 11 paragraph 5 of Regulation EU No. 1177/2010), at no additional cost. The guide dog may travel in the cabin with the passenger. The presence of the guide dog must be reported at the time of embarkation.

3.1 Assistance at Ports - Embarkation and disembarkation

If a PRM is departing from, in transit or arriving at a Port, the Company will provide the necessary free assistance with boarding the ship on departure or disembarking from the ship on arrival, for the route on which a valid ticket is held. The Company will ensure full accessibility of the ticket offices, waiting areas and toilets.

Once at the port, the PRM can announce their arrival and request assistance by going to the meeting point in the terminal (the desk marked “*ASSISTENZA PMR Grimaldi Lines*”). The on-shore ticket office, which carries out the check-in, gives PRMs boarding with their own vehicles a sticker to affix to the windscreen.

If the PRM prefers to go directly to the service area in front of the embarkation pier for a fast check-in, they can make themselves recognisable by switching on their hazard lights and/or by placing an A4 piece of paper with the “PRM” on the dashboard, received during the booking process together with their ticket.

Once at the boarding area, the PMR will be assisted by our staff member who will indicate where to park the vehicle on the car deck in order to reach the lifts easily, and if necessary will also provide the on-board wheelchair.

3.2 On-board assistance

On-board assistance will be provided by the Purser and on-board crew members designated to provide special assistance to PRMs. They are identified by a white/blue armband bearing the word "ASSISTANCE".

If the passenger has indicated their PRM status at the time of booking, the Purser will be informed via the check-in system and by email from the booking offices onshore, so they can organise the necessary reception and assistance throughout the journey. The Purser will also indicate on the ship's plan the cabins in which PRMs will be accommodated and will give a copy to the Captain.

Upon arrival on board, the PRM's vehicles will be given priority and directed to the reserved on-board parking areas, intended to assure them full mobility and easy access to the lifts, private cabins and/or other passenger areas.

In order to facilitate the movements of PRMs, the Company's ships are equipped with:

- (i) lifts with lights, audio signals and buttons for the visually impaired to make it easier for them to reach the car decks;
- (ii) suitably equipped cabins;
- (iii) tactile guides indicating the routes to the main services on board;
- (iv) toilets equipped for persons with disabilities in the passenger areas;
- (v) seats reserved for PRMs in the lounge area, bars and restaurants, which will be marked with plaques and fitted with restraints for wheelchairs.

Ports of debarkation are also informed in advance of the presence of a PRM and, before arriving at the destination, the Commissioner will inform the agent of any need for shore transport.

4. The ports have bike shelters, close to bike sharing stations, with dedicated e-charging points for e-bikes, mobility scooters and electric buggies.

With regard to information about bike shelters, bike sharing stations, bike parking and charging points for e-bikes, mobility scooters and electric buggies available to the competent Port System Authorities and Terminal Operators, see the Authorities' websites for more information:

- **Port System Authority for the Central Tyrrhenian Sea:** <https://adsptirrenocentrale.it/>;
- **Port System Authority for the Sardinian Sea:** <http://www.adspmaredisardegna.it/>;
- **Port System Authority for the Eastern Sicilian Sea:** <https://www.adspalermo.it/>.

5. Operational instructions for print and voice information on shore and on board, in accordance with Measures 6 and 7

Each day, the Company will complete the processes for preparing and updating the print and voice information available on shore and on board, in accordance with Measures 6 and 7 of Annex A to TRA Deliberation No. 96/2018.

Before the voyage, the Company will ensure that PRMs have access to the information in Measure 6, with particular reference to:

- On-board availability of PRM places;
- Access to PRM transport; means of requesting assistance on board and at the port, as well as the times necessary to book services intended for PRMs; a map indicating the meeting points where PRMs can announce their arrival and request assistance;
- Procedures to claim compensation for mobility equipment and aids, as provided for in Regulation no. 1177/2010; and
- Information regarding access to ports, to be updated by the Company according to the information provided by the port operator.

This information will be published and circulated through the communication channels indicated in the afore-mentioned Measure 6. In addition, in order to make it easy for PRMs to access the "Summary of Rights of Passengers travelling by sea and inland waterways", a printed copy of the document will be left in the cabins of all PRMs. Blind or visually impaired passengers can also obtain an audio recording of the document from Reception on board the ship, as well as a playback device. The document summary also explains the complaints procedure.

To ensure that tourism remains as accessible as possible, the Company, through its partnership with Bed&Care, provides PRMs with “Your Disability Manager”, designed to assist passengers with special needs in planning their holidays and improving their on-board experience with Grimaldi Lines (link to web page: <https://www.grimaldi-lines.com/it/grimaldi-turismo-accessibile/>).

Once onboard and for the duration of the journey, PRMs will be provided with various types of static and dynamic information about the journey. The non-voice information on board is mainly given in the form of posters or flyers placed around the ship to ensure maximum visibility in terms of font and colour. On-board information is clearly conveyed by well-trained, attentive, patient personnel. Audio announcements are transmitted to specific parts of the ship (common areas, cabins etc.) depending on the type of message being conveyed.

The information guaranteed to PRMs will include:

- On-board availability of PRM places;
- Means of requesting assistance on board and at the port, as well as the times necessary to book services intended for PRMs; a map indicating the meeting points where PRMs can announce their arrival and request assistance;
- Procedures to claim compensation for mobility equipment and aids, as provided for in Regulation No. 1177/2010.

6. Loss or damage to mobility equipment; replacements

In accordance with Art. 7 of the Contract, in the event that wheelchairs, other mobility devices or parts of them are lost or damaged during transport, handling at the port or transport on board the ship, PRMs will receive compensation from the Company, which if necessary will do everything possible to provide a replacement device as soon as possible.

7. Staff training

In accordance with Art. 7 of the Contract, the Company has put in place a procedure designed to train its personnel on disability awareness and the provision of assistance to passengers with disabilities, and to make sure that all crew members have sufficient knowledge to meet the needs of PRMs.

To this end, the Company:

- (i) ensures its personnel has adequate knowledge to satisfy the needs of persons with disabilities or reduced mobility, by providing training on disability awareness and the provision of assistance, as described in Annex I to the Contract;
- (ii) ensures that all new employees receive training on disabilities and that all crew members take part in periodic refresher courses.

Training for new hires will be organised within six months of the date of hiring.

8. Monitoring objectives and verification of the Plan

To ensure adequate and consistent levels of accessibility, the Company will call a meeting, at least once a year, attended by all the Parties listed in Annex A to the TRA Deliberation No. 96/2018, to monitor and verify the contents of the Plan.