



# GRIMALDI EUROMED S.p.A.

Company of Grimaldi Group S.p.A. - Palermo

Registered Office: Via Emerico Amari, 8 90139 Palermo, Italy - Share Capital € 120.000.000 full paid-up  
Register of Company of Palermo, Fiscal Code 00278730825 and VAT n° IT00278730825  
Company with a sole shareholder

## IMPROVEMENT PLAN

Naples 27/03/2025

On 27/03/2025 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 2024 and prepare the annual improvement plan for the year 2025.

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 excellence, social responsibility and transport solutions that promote environmentally sustainable mobility. These objectives are fixed for public service lines in the Services Charter.

In 2024, all indicators improved and achieved excellent results compared to last year. The Company, with a view to continuous improvement, sets for 2025 to maintain the same result set for the previous year and to achieve an increase in the results obtained from the following indicators of 1-2% compared to last year's results.

The indicators examined and foreseen in the services map are as follows:

- 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