



GRIMALDI EUROMED

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# SERVICES CHARTER

For public transport services

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# SERVICES CHARTER

For public transport services



## A) THE SERVICES CHARTER - INTRODUCTION

Grimaldi Euromed S.p.A. (hereinafter referred to as 'the Company') adopts the present services charter, to which it recognises the binding value towards passengers travelling on its vessels employed on connections subject to public service obligations.

## B) GRIMALDI EUROMED S.p.A. - THE COMPANY

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.

For more than half a century, the company has been an international player in maritime passenger transport. Already active after World War II on the Mediterranean-South America and Mediterranean-North America routes, today the Company has diversified its passenger offer with three different brands, each dedicated to a different destination: Grimaldi Lines on the Mediterranean Sea, Minoan Lines on Greek domestic routes, and Finnlines on the Baltic and North Seas.

In order to ensure that the objectives set out in this Services Charter are pursued, the Company has set up a permanent committee within its organisation, which has been assigned the following activities:

- Ensuring compliance with customer commitments
- Ensuring effective and transparent communication with customers
- Constantly monitoring service quality indicators
- Preparing regular reviews of the services charter
- Preparing intervention plans aimed at continuous improvement of services
- Publishing the services charter and its updates

The Committee operates in accordance with the procedures of the integrated quality/environmental management system, which the Company has adopted, certified by an external body, in accordance with ISO9001-ISO4001 standards.

## C) PRINCIPLES OF THE CHARTER

The Company, in providing its public maritime connection services, undertakes to respect the fundamental principles as listed below:

### 1) *Equality and impartiality*

The Company undertakes to provide and allow access to the service and infrastructure to all users without distinction of nationality, sex, race, language, religion or opinions. It also undertakes to adopt the necessary procedures to guarantee the service to the elderly, disabled persons and any other person with reduced mobility. Finally, the Company undertakes to ensure, for the same service provided, equal treatment and contractual conditions between users from different geographic areas and different categories.

# CONTINUITY - PARTECIPATION EFFICIENCY - FREEDOM OF CHOICE



## 2) *Continuity*

The Company undertakes to guarantee continuous and regular transport services (with the exception of interruptions due to special contingencies and/or force majeure). In case of need (or planned disruptions), replacement services will be provided. The minimum services in the event of a strike will be defined and communicated externally (maximum disclosure – in advance and promptly – of the minimum service schedules to be guaranteed) through all the Company's institutional channels.

## 3) *Participation*

The Company is willing to engage in constructive discussions with representative organisations on the main issues affecting the service provided. The customer shall be entitled to lodge complaints in the prescribed manner and shall be entitled to receive a written reply.

## 4) *Efficiency and effectiveness*

The Company constantly monitors the efficiency and effectiveness of the processes involved in providing the public maritime transport service by means of service quality indicators, using all the tools provided by the management procedures and the technological supports available.

The Company's internal committee continuously evaluates efficiency and effectiveness and produces periodic reports of indicators, on the basis of which intervention strategies are outlined aimed at the excellence of the services offered, with the goal of meeting and exceeding the expectations of maritime transport users. Possible initiatives with third parties (ports, terminals, ticket offices, agencies, etc.) to improve mobility services related to maritime transport are also evaluated.

## 5) *Freedom of choice*

The Company guarantees citizens' right to mobility, taking initiatives to facilitate freedom of choice between different modal solutions.

## D) **QUALITY FACTORS**

The Company—aware of its mandate as a provider of public maritime transport services and in line with its quality policy oriented towards customer satisfaction and continuous improvement of performance—has identified the following factors that contribute to achieving set service quality objectives:



## 1) *Travel safety*

The ships operated by the Company are all certified in accordance with international, European and Italian regulations.

The safety standards are certified by the relevant bodies (Port Authorities/Italian Naval Register) in accordance with the regulations in force. All certificates are current and valid, such as, for example:

**a** • Class certificate

**b** • Passenger Safety Certificate

**c** • Safety Management Certificate (ISM Code)

**d** • Safety Management Certificate (ISPS Code)

**e** • Certificate of Compliance (DOC - ISM, issued to the Company)

The Company ensures the highest level of safety and security on board its ships. Particular attention is paid to training the crew, which, in addition to possessing all the mandatory qualifications as required by the current regulations (international STCW convention), is continually trained on specific issues of company relevance (e.g. introduction of new technologies, company processes, etc.). Crew performance is constantly evaluated in order to identify possible improvement initiatives to increase competence and professionalism.

## 2) *Passenger personal safety and safety of personal property*

The personal safety of passengers is a priority in the management of the service. Ships are equipped with all the necessary health and safety devices. Safety signs are installed on board in accordance with current regulations. An on-board safety patrol system is in place to monitor passengers and prevent fires. All rooms that may be dangerous, as well as technical and service rooms, are forbidden to passengers. During navigation, passengers are not allowed access to garage rooms. Before embarking on a journey, safety announcements are broadcast in audio/video format to explain emergency procedures and the location of individual and collective life-saving equipment and survival craft. Appropriate treatments with anti-slip products are provided in areas that may be affected by rainwater/moisture. Ships have an infirmary with a doctor and facilities to ensure appropriate medical care in case of need.

A closed-circuit camera system in designated areas ensures that these areas are monitored. On-board safes are provided for passengers to temporarily store valuables. In order to further strengthen passenger safety, the Company has set up a specific department, called Security Intelligence & Law Enforcement, whose task is to support all possible initiatives to combat illegal acts with studies, interventions and various initiatives. The Company ensures maximum transparency and cooperation with all police forces and authorities, guaranteeing all possible support to protect legality.

# REGULARITY, PUNCTUALITY AND CLEANLINESS OF VESSELS



### **3) *Regularity of service and punctuality of vessels***

It is the Company's prerogative to operate its scheduled services according to the established time frames.

In most cases of delay, the cause is adverse weather conditions, which prompt the ship's command to give priority to passenger safety over punctuality if the two objectives are incompatible.

Other causes may include strikes, delays in business operations not attributable to the Company, unforeseeable technical failures, or extraordinary events for which the Company is not directly responsible.

When delays occur, the Company implements the procedure described below, in order to manage as well as possible disruptions that may affect the passenger.

In the event of a delay, the Master will promptly inform the shipping agents and the Company's offices, which will immediately notify the agencies and individual passengers by SMS or e-mail.

### **4) *Cleanliness and hygienic conditions of vessels***

The Company, sensitive to the increasingly widespread trend of ecological awareness, regulates its activities with respect for the environment and nature. Cleanliness is always given the utmost attention—under the responsibility of the Commissioner—in order to guarantee an adequate standard of quality and comfort for passengers. Particular attention is paid to cleaning communal sanitary facilities, but cleaning public places is just as important. On-shore staff carry out regular inspections in order to verify and certify the correct standard of cleanliness and sanitation of the premises. Sanitisation of all areas of the ship is carried out using detailed procedures and detergents appropriate for the different types of materials cleaned, in accordance with the manufacturers' instructions for use. All cleaning and disinfection is carried out wearing appropriate disposable personal protective equipment.

In addition to the cabins, the on-board premises on the inner and outer decks are sanitised, including the crew mess hall, the bridge, reception, public areas, dining areas, bars, game rooms, corridors, stairs and lifts and any other common area. Sanitisation is aimed in particular at surfaces such as chairs, armchairs, armrests, table tops and counters, door handles and knobs, lift buttons, switches, railings and handrails, toilets, washbasins and taps in public toilets.

Each ship undergoes regular surprise inspections by the NAS (Anti-Adulteration Unit of the Carabinieri) for the dining and passenger accommodation areas and to periodic visits and inspections by the Maritime Health Offices for the crew areas. Specific certificates are issued following these visits. In addition, as required by European Regulation EC852/2004 on the hygiene of foodstuffs (HACCP), specific scheduled regular checks are carried out by specialised companies.

# COMFORT AND ADDITIONAL SERVICES



Maintenance is scheduled as follows:

- Insect control: no fewer than 4 times per year
- Deratting: no fewer than 4 times per year
- Cabin cleaning: before each crossing
- Cleaning public spaces: before each crossing
- Janitorial service (cleaning toilets and public areas): before each crossing and during the journey

Inspection visits, including on travelling units, verify compliance with the relevant company directives.

## **5) *Travel comfort***

The company pays particular attention to the comfort conditions offered to passengers during their journey. Ships are equipped with air conditioning systems in all public areas and cabins, with regular maintenance and efficiency. Ships are equipped with comfortable cabins, all with private toilets. Personal grooming kits and towels are provided for passengers. Comfortable lounges with reclining armchairs and ample seating are available on board, as well as luggage racks. TV screens are available in the seating areas.

To ensure maximum comfort for passengers during navigation, ships are equipped with anti-roll systems with stabilising fins.

## **6) *Additional services***

With a view to offering its customers as comfortable and pleasant a journey as possible, the company has equipped its ships with the following additional services:

- Lifts
- 24H Bar service
- Solarium
- A la carte restaurant service and/or Self-service restaurants
- In-room/cabin food service upon request
- On-board shop (clothing/articles/newspapers and magazines/etc.)
- Playroom for children's entertainment
- Video game room where available
- Pet cabin (cabins with accommodation for pets)
- Kennel

# SERVICES FOR PASSENGERS WITH DISABILITIES



## 7) *Services for disabled passengers and persons with reduced mobility*

A disabled person (hereinafter 'PRM') is defined as a person who cannot move easily or freely or who requires assistance. Reservations and tickets are offered to PRMs under the same conditions as all other passengers.

It is the responsibility of PRMs to communicate in writing, at the time of ticket purchase or at least forty-eight hours before the assistance is needed (24 hours in advance for Convention Lines), their specific requirements for accommodation, seating, services requested or the need to carry medical equipment. Requests for assistance should be sent to the Company at [info@grimaldi.napoli.it](mailto:info@grimaldi.napoli.it). The PRM must be present at the port at the agreed time, and in any case at least 60 minutes before the departure time (30 minutes before for Lines in Convention). In order to ensure priority boarding of PRM with its own vehicle, and to assign the dedicated parking space on board, it will be necessary to show up at the port two and a half hours before boarding (three and a half hours before if traveling to/from Tunisia ). After this deadline, dedicated parking and priority boarding cannot be guaranteed. If the passenger has indicated at the time of booking that he or she is a PRM, the Commissioner is informed of this via the check-in system and by e-mail from the on-shore offices so that he or she can organize the necessary reception and assistance throughout the journey, from the moment of embarkation to the moment of debarkation.

Assistance to the PRM is provided by the Commissioner assisted by a team of people trained to provide the best assistance. The Commissioner shall indicate on the ship's plan the cabins in which PRMs will be accommodated and shall give a copy to the Master.

On-board crew responsible for assisting PRMs are identified by a white/blue armband bearing the word ASSISTANCE.

The on-shore ticket office, which carries out the check-in, gives PRMs boarding with their own vehicle a sticker to affix to the vehicle. If the PRM prefers to go directly to the service area in front of the embarkation pier to carry out the fast check-in, they can make themselves recognisable by switching on their hazard lights and/or by placing an A4 sheet on the dashboard with the wording PRM, which it received during the booking process as an attachment to the ticket. Upon arriving on board, these vehicles are directed to the parking areas designated for them, located near the lifts or the reserved cabin. Ports of debarkation are also informed in advance of the presence of a PRM, but, before arriving at the destination, the Commissioner informs the agent of any need for shore transport.

In case of emergency, special attention/assistance is given to PRMs by dedicated staff. Specific, suitably equipped cabins are provided for the transport of PRMs. Dedicated PRM seats are reserved and indicated in the seating areas and at bars and restaurants. Dedicated PRM toilets are also provided in the common areas. To facilitate the accessibility of blind/visually impaired passengers, lifts are equipped with lighted keypad, audio and buttons to make it easier to reach the ship's decks. Tactile guides indicate the routes to the main services on board.

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



# INFORMATION



## **8) Customer information**

All information related to the Grimaldi Euromed passenger service is accessible through the following channels:

- Online at [www.grimaldi-lines.com](http://www.grimaldi-lines.com), available in Italian, English, Spanish, French and German
- Call Centre, also identified as the contact/booking centre, available from 8:00 to 22:00, 7 days a week, at +39 081 496 444 and via email at [info@grimaldi.napoli.it](mailto:info@grimaldi.napoli.it)
- Physical and online travel agencies
- Italian and foreign business offices and port agencies (ticket offices)
- Grimaldi Lines mobile app

It is also possible to access information about the trip:

- At the tourist office located near the port of departure
- Aboard the ship (with static information through posters and dynamic information through reception staff)

The Company's call centre is in-house. All operators answer in Italian and English, but communications can also be handled in Spanish, French, German and Arabic.

The company also uses the most modern and instantaneous channels of communication, preferred by young people in particular, such as Facebook (noticeboard and messenger), Instagram and Twitter.

The Company also communicates with direct customers and travel agencies via newsletter.

## **9) Service staff ability to relate to and communicate with users**

When on duty or in the passenger area, Passenger Service staff wear their uniforms and identification badges in an orderly manner, paying the utmost attention to personal care. Customer relations are characterised by the utmost courtesy and helpfulness.

## **10) Service quality of transactions at the counter**

Passengers can be welcomed at the Grimaldi Lines ticket offices located in the terminals, or directly in the service area in front of the ship's dock.

The ticket offices are all accessible to PRMs.

Inside the terminals, a large sign with the Grimaldi Lines logo makes it easy to see the Company's ticket windows, which are managed by bilingual staff (Italian and English) trained to have the best relationship with the public, precise, polite and patient, neat in their uniforms and wearing badges that make them easily recognisable.

The environment is always welcoming, travel information is accessible in two languages, including via monitors and/or signs, and there are dedicated PRM services in the terminals. Each ticket office has a dedicated PRM ASSISTANCE counter where it is possible to collect an assisted boarding sticker, which can be affixed to a vehicle.

# MODAL INTEGRATION ENVIRONMENT AND SUSTAINABILITY



## 11) *Modal integration*

Schedules for maritime connections are also established taking into account the continuity of transport throughout the journey, i.e. allowing passengers to reach the port of departure and leave the port of arrival by means other than their own car.

In addition, in order to avoid any discontinuity and/or criticality during the journey, our website has the services offered by other companies which can be considered in connection with ours.

In particular, for each port of departure and arrival, we give users access to information on public and private means of transport to reach them, whether from other cities or within the same municipality. For example, we would like to point out that it will be possible to consult travel solutions that coincide with our passenger transport service through links to the websites of railway companies, bus companies, taxi companies, etc.

## 12) *Care for the environment*

In order to reinforce its commitment to conducting business in a sustainable manner, the Company is committed to contributing to the achievement of 9 of the 17 Sustainable Development Goals (SDGs) defined within the framework of the United Nations 2030 Agenda for Sustainable Development and which aim to decisively improve the living conditions of the world's population. Measuring sustainability KPIs allows the Company to measure its contribution to the identified UN goals.

In particular, the Company focuses on reducing pollutants in the air and in the sea. Below are the initiatives carried out by the Company that contribute to the achievement of the supported SDGs.

### ***Climate change initiatives and the protection of sea and marine resources***

The Company is committed to continuous research into advanced sustainable technologies such as engine exhaust gas treatment systems, ballast water treatment system, silicone paints which do not release biocides and harmful substances, a water filtration system to help remove microplastics in the Mediterranean. In order to continuously reduce its environmental footprint, the Company has invested in new environmentally sensitive technologies such as lithium batteries and solar panels.

### ***Sustainable production and consumption models***

A waste management system has been developed on board all Company ships, with waste recycling.

In order to raise passenger awareness of waste recycling on board, in 2021 the Grimaldi Group will continue its participation in MAREVIVO #EmergenSea programme, as well as its sponsorship of Nautici In Blu courses for environmental training in schools/nautical institutes.



## ***Sustainable water management on board***

The Company aims to improve the use of water on board ships, avoiding waste thanks to dedicated projects, such as the installation and implementation of osmosis systems installed to self-produce fresh water by desalinating seawater. In order to reduce the environmental impact of its activities, it constantly monitors the main negative externalities linked to its energy consumption, the production of emissions harmful to the environment and the generation of waste.

## **E) GRIMALDI EUROMED AND CUSTOMER/PASSENGER PROTECTION**

### ***Dialogue procedures between customer and company***

Reports and suggestions are an important opportunity to learn the opinions of our passengers, enabling us to constantly monitor the quality of the services we provide and identify areas for improvement in order to meet our customers' expectations and needs. Passenger reports/complaints are handled by the Company in compliance with the provisions of European Regulation No. 1177/2010 and Annex A to ART Resolution No. 83/2019.

Passengers wishing to lodge a complaint in accordance with Regulation (EU) No 1177/2010 may submit it within two months from the date on which the service was provided or should have been provided. Within one month of receiving the complaint, the Company will notify the passenger that the complaint has been accepted, rejected or is still under consideration. The time taken to provide a definitive response to the complaint will not exceed two months from receipt thereof.

Complaints can be sent in Italian and/or English:

- by e-mail to [customer@grimaldi.napoli.it](mailto:customer@grimaldi.napoli.it)
- by certified e-mail to [grimaldiuromed@legalmail.it](mailto:grimaldiuromed@legalmail.it)
- by ordinary/registered post to: Grimaldi Euromed SpA, via Marchese Campodisola n. 13, 80133 Naples, Italy.

The complainant can use the appropriate form, which can be downloaded from the Company's website, in the Complaints section, or send a communication containing at least the following:

- the user's identification details (name, surname, address), enclosing a copy of his or her identity document, and the identification details of their representative (if any), enclosing the power of attorney;
- identification information for the journey (date, time of departure, origin and destination) and for the transport contract (reservation code or ticket number);
- a description of the inconsistency of the service with requirements defined by European or national legislation and general conditions of carriage.

In the event of failure to respond to a complaint within the time limits set out above, where the complaint has been submitted in full and in the manner set out above, or where the response is deemed unsatisfactory, the passenger may:

- use an out-of-court dispute resolution procedure before the bodies covered by the Transport Regulatory Authority's Resolution No. 21/2023;
- submit a second instance complaint to the Transport Regulation Authority. In the event of a delay in responding to the complaint, the passenger shall be entitled to automatic compensation as provided for in measure no. 5 of Transport Regulation Authority Resolution no. 83/2019.

# TRIP CANCELLATION OR DELAYED DEPARTURE



## ***Procedures and cases for refunds***

The contract for carriage of passengers, their luggage and accompanying vehicles is governed, in particular, by EU Regulation no. 1177/2010, by the Athens Convention of 13/12/1974, as amended by the London Protocol of 01/11/2002, by the Italian Navigation Code, as interpreted in accordance with Italian law, as well as by any subsequent amendments to the aforementioned regulations and/or any new sector regulations.

Grimaldi Group S.p.A. acts as agent for the Carrier Grimaldi Euromed S.p.A., indicated on the ticket.

The carriage of passengers, their luggage and accompanied vehicles is also governed by the "Company's General Conditions of Carriage of Passengers", which the passenger can consult and which he or she accepts when purchasing a ticket.

Similarly, at the time of booking and/or purchasing the ticket, the passenger authorises the Carrier to process his/her personal data in accordance with the methods specified in the Privacy Policy and in compliance with EU Regulation no. 679/2016.

The company will promptly inform the Italian Ministry of Infrastructure and Sustainable Intermodality of any disruption in services on routes subject to public service obligations and will submit a report within 48 hours on the action taken to fulfil its obligations in the event of disruption.

## ***Travel cancelled by the carrier or delay in departure***

The Carrier guarantees full compliance with all obligations deriving from current legislation and, in particular, from EU Regulation no. 1177/2010 and the resolutions adopted by the Transport Regulation Authority.

If a journey is cancelled or delayed for more than ninety minutes with respect to the scheduled departure time, passengers can choose between:

- alternative transport to the final destination under similar conditions, as soon as possible and at no extra charge;
- reimbursement of the ticket price and, where appropriate, return, free of charge, to the first point of departure indicated in the transport contract, as soon as possible.

In the event of a cancellation or delay in departure, the Carrier will do everything in its power to assist the passenger in the best possible way. In particular, where due in accordance with EU Regulation No. 1177/2010, the Carrier offers a free snack and, if a stay is necessary and the delay is not due to adverse weather conditions, hotel accommodation.

In the event of a delay in arriving at the final destination, in the cases provided for by EU Regulation No. 1177/2010, the customer may make a claim for compensation through the channels indicated in the previous point. Compensation shall be calculated in relation to the ticket price actually paid by the passenger for the delayed passenger service. The delay is calculated according to the arrival time at the dock at the final destination compared to the scheduled arrival time. If the tolerance thresholds are exceeded, the relative compensation percentages are applied by the Carrier in accordance with current European Regulations. Financial compensation, if due, may be paid in the form of vouchers that can be used within one year of their issue. At the passenger's request, it may instead be paid in cash.

# SERVICE DOWNGRADE AND TICKET CANCELLATION



## ***Service downgrade***

In the event that, due to unforeseen circumstances, the on-board accommodation or service provided does not correspond to what was sold, the Company shall reimburse the difference in price.

## ***Cancellation of ticket by the passenger***

The cancellation of the entire ticket or some parts of it (e.g. reduction in the number of passengers, cancellation of vehicle, accommodation, pets) must be notified in writing to the Carrier at the email address [info@grimaldi.napoli.it](mailto:info@grimaldi.napoli.it), directly or through the intermediary from whom the ticket was purchased (e.g. Travel Agency).

For special rate tickets, cancellation of the ticket or some parts of it does not give the right to a refund unless otherwise provided for by the conditions of applicability of the special offer.

For standard fare tickets, cancellation of the ticket or some parts of it gives the right to a refund of the value of the canceled ticket or parts of it, net of fees and without prejudice to the application of the following penalties:

- 10% of the value, up to 30 calendar days before departure;
- 30% of the value, from 29 to 7 calendar days before departure;
- 50% of the value, from 6 to 2 calendar days before departure;
- 100% of the value, from the day before and/or for no-show for boarding.

Both for tickets purchased with a standard rate and for those with a special rate, any pre-purchased services (meals, return Naples-Civitavecchia shuttle bus and pet in cabin service) are fully refunded if the cancellation occurs within 2 days from the date of departure. In case of cancellation made starting from the day before departure, or of no-show for boarding, however, no refund will be provided. The terms and conditions of use of the Wi-fi packages purchased with Grimaldi are available at the following link: <https://www.grimaldi-lines.com/en/on-board/wi-fi-on-board/>. Requests for cancellation of a standard fare ticket will not be accepted if the ticket has already been subject to date, time and/or route changes twice. No reimbursement is due for denied boarding due to refusal by the authority or lack/insufficiency of passenger or vehicle document.

It is possible to purchase the multi-risk insurance policy which, in the cases and within the limits set by the contractual conditions indicated in the Nobis Disclosure (available at [www.grimaldi-lines.com](http://www.grimaldi-lines.com)), guarantees the reimbursement of the penalty applied if the passenger cancels the journey.

This is without prejudice to the application of the current provisions concerning the termination of the contract due to the unexpected impossibility of performance, as referred to in Article 88-bis of Italian Decree Law No. 18/2020.

# TICKET CHANGES



## ***Ticket changes by the passenger***

Ticket changes are always possible and subject to availability. All changes, except changing departure (time, date and/or route), are free of charge and subject to possible fare adjustment. An additional change fee of €30 is due for a change in departure. A change of departure can be made up to 2 days prior to departure and only if simultaneously booking of a trip that is already available for sale.

## ***Insurance cover for personal injury and property damage***

The Company has third-party liability insurance policies issued by P&I Clubs, covering property damage and any accidents occurring during the journey. The Company also offers the ability to activate additional specific protection to cover medical expenses, damage to or loss of luggage, travel cancellation expenses and more.

## **F) PASSENGER RIGHTS AND DUTIES**

The Company guarantees the following rights to citizens travelling within the territory using public transport services:

- travel safety and peace of mind
- continuity and certainty of service, including through rational integration between the various means of transport
- timely publication and easy availability of schedules that are (if possible) integrated and coordinated with the means of transport needed to complete the journey
- easy access to information on travel arrangements and fares
- adherence to departure times
- hygiene and cleanliness of vehicles and departure points; efficiency of support equipment and infrastructure. furnished waiting rooms (or areas) (heating, seats, toilets, etc.)
- recognisability of staff and their duties; easy location of staff during the journey
- correspondence of the services purchased and those actually provided (seat reservations, meals included in the ticket, additions, etc.)
- limitation of waiting times at counters through ad hoc communications and the opening of dedicated counters
- compliance with the provisions on no smoking in vehicles, on premises or in areas open to the public
- easy accessibility to the complaints procedure and fast response to complaints (not exceeding 30 days).

# PASSENGER DUTIES QUALITY AND THE CHARTER



## *The passenger must follow these rules:*

- do not board transport without a ticket and/or reservation (if this is required)
- do not occupy more than one seat
- do not soil or damage walls, fixtures or furnishings
- respect no smoking signs
- do not behave in such a way as to disturb other people
- do not carry objects classified as harmful and dangerous without complying with the restrictions/indications established by the carrier
- do not trigger alarms or use any other emergency device except in the event of serious and imminent danger
- diligently comply with all requirements and formalities relating to security checks and customs practices
- scrupulously comply with the instructions and rules of service providers and the instructions received from operators
- use the transport infrastructure in accordance with the established rules—along with the rules of common courtesy—without in any way compromising travel safety and service levels for yourself and the other passengers.

## **G) QUALITY AND CHARTER**

The implementation and certification of the quality and environmental systems in accordance with ISO9001:2015 and ISO14001:2015 have been a decisive strategic choice for the Company in terms of continuous improvement and increased competitiveness. These certifications have allowed the Company to face the market with a significant competitive advantage over its competitors, as it is better organised and able to "satisfy" the needs expressed by the customer and to correctly orientate itself in relation to environmental requirements.

Each person or organisational unit of the company has an active and conscious role in pursuing this objective and, in addition to understanding and implementing the company policy, actively supports it. The company's success depends on awareness and an attitude to operate at the "service of the Customer", whether external or internal, with a view to respecting the environment and preventing pollution.

In light of this, the Company's main objectives are:

- protecting the health and safety of passengers and crew;
- maintaining vessels at the highest level of maintenance and efficiency;
- ensuring customer satisfaction;
- preventing pollution, reducing discharges, waste and consumption of resources where possible, monitoring its environmental impacts in a controlled and systematic way and taking all appropriate measures to prevent or eliminate pollution;
- formulating objectives for continuous improvement of service quality and environmental performance;

# QUALITY INDICATORS



- developing the education and training of all employees at all levels to promote and encourage all initiatives aimed at ensuring the quality of the services provided and protecting the environment, with the goal of continually improving the technical preparation and operational efficiency of on-board and on-shore personnel;
- adopting all possible countermeasures and strategies to avoid safety, security and cybersecurity threats/incidents.

The Company pays particular attention to the qualification processes for its suppliers, as required by the ISO9001 and ISO14001 procedures for the integrated quality/environmental management system. Suppliers are continuously monitored and evaluated. Partnering with suppliers is considered strategic in order to ensure the highest standards of quality and safety.

Suppliers are chosen in accordance with specific, highly selective processes aimed at excellence. As part of the supplier listing and qualification processes, the Company has established that ISO9001/ISO14001 certification of suppliers is preferred.

For supplies considered important for the provision of the public transport service, the Company uses suppliers with ISO9001 certification, while for supplies considered critical, the Company establishes specific agreements/quality plans with suppliers.

## H) QUALITY INDICATORS

***The company, with the goal of:***

- pursuing continuous improvement of the quality of services offered to users;
- ensuring customer satisfaction by going beyond user expectations where possible;
- preventing potential user dissatisfaction/complaints, has identified the following quality indicators, which are measured/monitored, in order to provide factual data on which to base periodic reviews of the service charter:

QUALITY FACTOR	INDICATOR DESCRIPTION	UNIT OF MEASUREMENT	METHOD	DETECTION FREQUENCY	QUALITY STANDARD
Travel safety	Passenger accidents	% passenger accidents over total passengers	Statistical calculation	Continuous at each event	0,006%
	Passenger car accidents	% accidents / % passenger cars transported	Statistical calculation	Continuous at each event	0,1%
	Audit results for safety management certificates	% successful audits over total audits	Statistical calculation	Annual	100%
	Ship class (Rina)	% max class ships / total ships	Statistical calculation	Annual	100%
	Overall perception of safety	Rating from 1 to 5	Periodic surveys through questionnaires	Bimonthly	



# QUALITY INDICATORS



QUALITY FACTOR	INDICATOR DESCRIPTION	UNIT OF MEASUREMENT	METHOD	DETECTION FREQUENCY	QUALITY STANDARD
Passenger personal safety and safety of personal property	Cabin thefts	% thefts / total passengers in cabin	Statistical calculation	Continuous at each event	0,0001%
	Car thefts	% thefts / total passenger cars	Statistical calculation	Continuous at each event	0,0001%
	On-board garage area surveillance	% monitored areas / total areas	Company specifications	Annual	100%
	Overall perception of personal safety and safety of personal property	Rating from 1 to 5	Periodic surveys through questionnaires	Bimonthly	
Regularity of services and punctuality of vessels	Transport supply indicator %Rn	% number of journeys made / total number of journeys planned; number of journeys not made for outside reasons	Internal Monitoring System	Monthly	100% <i>(excluding omissions due to causes not attributable to Grimaldi Euromed (weather conditions, strikes, technical causes not attributable to the company, etc.)</i>
	Punctuality index % P	% On-time runs / Good-weather runs	Internal Monitoring System	Monthly	100% <i>(excluding omissions due to causes not attributable to Grimaldi Euromed (weather conditions, strikes, technical causes not attributable to the company, etc.)</i>
	Overall perception of service regularity and punctuality	Rating from 1 to 5	Periodic surveys through questionnaires	Bimonthly	
Cleanliness and hygienic conditions of vessels	Inspection visits by Maritime Health Authorities	% Successfully passed inspections / total inspections endured	Certifications	Every 6 months	100%
	Inspection visits by the authorities (NAS)	% Successfully passed inspections / total inspections endured	Certifications	Occasionally, according to authority decisions	100%
	Audits of the self-auditing system carried out by specialist companies	% Successfully passed inspections / total inspections endured	Certifications	Every 6 months	100%
	Sanitization	Sanitization carried out /Sanitization planned	Certifications	Monthly	100%
	Cleaning cycles on the ship	Data collected on the basis of HACCP monitoring sheets -% interventions carried out / interventions planned -% interventions complied / interventions planned	Certifications	Monthly	100%
	Overall perception of cleanliness	Rating from 1 to 5	Periodic surveys through questionnaires	Bimonthly	
Travel comfort	On-board passenger accommodation	% of seats booked compared to maximum transport capacity	Booking list certification	Continuous on each journey	Max 100%
	Anti-roll stabilisation systems	% of ships with systems compared to total ships	Certification	Continuous	100%
	Overall perception of travel comfort	Rating from 1 to 5	Periodic surveys through questionnaires	Bimonthly	

# QUALITY INDICATORS



QUALITY FACTOR	INDICATOR DESCRIPTION	UNIT OF MEASUREMENT	METHOD	DETECTION FREQUENCY	QUALITY STANDARD
Additional services	Availability of bars and TVs in public spaces	% ships with bars/TVs in public spaces compared to total ships	Company specifications	Continuous	100%
	Restaurant service	% of ships with restaurant services compared to total ships	Company specifications	Continuous	100%
	Other services (game room / children's playroom / kennels / pet cabins, etc.)	% ships with other services compared to total ships	Company specifications	Annual	100%
	Overall perception of the usability of additional services	Rating from 1 to 5	Periodic surveys through questionnaires	Bimestrale	
Services for disabled travellers (PRMs)	PRM services indicator %PRMSs	No. of monthly trips accessible and usable by PRMs / No. of monthly scheduled runs accessible to PRMs	Statistical calculation	Annual	100%
	Dedicated PRM cabins with private facilities	% ships equipped with PRM cabins compared to total ships	Certification	Continua	100%
	PRM access to public areas and services	% ships with PRM access to public areas and services compared to total ships	Certification	Continua	100%
	Overall perception of service accessibility for PRMs	Rating from 1 to 5	Periodic surveys through questionnaires	Bimonthly	
Customer information	Information points at embarkation seaports	No. of seaports with information points / No. of seaports in total	Company specifications	Continuous	100%
	Other electronic information points (Internet) and company call centre	Functionality/usability of the company website and call centre	Company specifications	Continuous	100%
	On-board information points	% vessels with information points in relation to total number of vessels	Company specifications	Continuous	100%
	Overall perception of information usability	Rating from 1 to 5	Periodic surveys through questionnaires	Bimonthly	
Service staff ability to relate to and communicate with users	Recognition of on-shore / on-board reception staff	% staff with ID badge / total reception staff	Company specifications	Continuous	100%
	Presentability / decorum / friendliness of on-board reception staff	% uniformed reception staff / total reception staff	Company specifications	Continuous	100%
	Overall perception of reception staff	Rating from 1 to 5	Periodic surveys through questionnaires	Bimonthly	
Service quality of transactions at the counter	Use of computerised systems for issuing tickets	% of outlets with IT systems compared to total outlets	Company specifications	Continuous	100%
	Availability of dedicated ticket offices at embarkation points	% of seaports with dedicated ticket offices in relation to total seaports	Company specifications	Continuous	100%
	Accessibility of on-board check-in services	% ships equipped with on-board check-in services compared to total ships	Company specifications	Continuous	100%
	Overall perception of service quality of transactions at the counter	Rating from 1 to 5	Periodic surveys through questionnaires	Bimonthly	



QUALITY FACTOR	INDICATOR DESCRIPTION	UNIT OF MEASUREMENT	METHOD	DETECTION FREQUENCY	QUALITY STANDARD
Modal integration	Access to modal integration with other transport systems	% of seaports with access to total number of seaports	Direct surveys	Continuous	100%
	Overall perception of modal integration	Rating from 1 to 5	Periodic surveys through questionnaires	Bimonthly	
Attenzione all'ambiente	Results of IAPP-IOPP certification visits	% IOPP and IAPP certification visits passed / scheduled visits	Certification	Annual	100%
	ISO14001 environmental certification visit results	% ISO14001 certification visits passed / planned visits	Certification	Annual	100%
	Calculation of SOX equivalent emissions	% SO/CO emission reduction < 19	Statistical calculation	Annual	100%
	Overall perception of care for the environment	Rating from 1 to 5	Periodic surveys through questionnaires	Bimonthly	

## I) INDEX OF REVISIONS

DATE	REVISION	CHAPTER/PARAGRAPH
01/06/2021	0	First Emission
16/09/2021	1	4, 6
30/03/2022	2	"H"
30/03/2023	3	"D", "E", "H"
27/12/2023	4	"E"



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# QUALITY INDICATORS RESULTS OF 2021



QUALITY FACTOR	INDICATOR DESCRIPTION	UNIT OF MEASUREMENT	METHOD	DETECTION FREQUENCY	QUALITY STANDARD	RESULTS OF 2021
Travel safety	Passenger accidents	% passenger accidents over total passengers	Statistical calculation	Continuous at each event	0,006%	0,0038%
	Passenger car accidents	% accidents / % passenger cars transported	Statistical calculation	Continuous at each event	0,1%	0.012%
	Audit results for safety management certificates	% successful audits over total audits	Statistical calculation	Annual	100%	100%
	Ship class (Rina)	% max class ships / total ships	Statistical calculation	Annual	100%	100%
	Overall perception of safety	Rating from 1 to 5	Periodic surveys through questionnaires	Bimonthly	80%	83%
Passenger personal safety and safety of personal property	Cabin thefts	% thefts / total passengers in cabin	Statistical calculation	Continuous at each event	0,0001%	0
	Car thefts	% thefts / total passenger cars	Statistical calculation	Continuous at each event	0,0001%	0
	On-board garage area surveillance	% monitored areas / total areas	Company specifications	Annual	100%	100%
	Overall perception of personal safety and safety of personal property	Rating from 1 to 5	Periodic surveys through questionnaires	Bimonthly	80%	83%
Regularity of services and punctuality of vessels	Transport supply indicator %Rn	% number of journeys made / total number of journeys planned; number of journeys not made for outside reasons	Internal Monitoring System	Monthly	100% (excluding omissions due to causes not attributable to Grimaldi Euromed (weather conditions, strikes, technical causes not attributable to the company, etc.))	100%
	Punctuality index % P	% On-time runs / Good-weather runs	Internal Monitoring System	Monthly	100% (excluding omissions due to causes not attributable to Grimaldi Euromed (weather conditions, strikes, technical causes not attributable to the company, etc.))	100%
	Overall perception of service regularity and punctuality	Rating from 1 to 5	Periodic surveys through questionnaires	Bimonthly	80%	88%
Cleanliness and hygienic conditions of vessels	Inspection visits by Maritime Health Authorities	% Successfully passed inspections / total inspections endured	Certifications	Every 6 months	100%	100%
	Inspection visits by the authorities (NAS)	% Successfully passed inspections / total inspections endured	Certifications	Occasionally, according to authority decisions	100%	100%
	Audits of the self-auditing system carried out by specialist companies	% Successfully passed inspections / total inspections endured	Certifications	Every 6 months	100%	100%
	Penalties	Penalties carried out / Penalties planned	Certifications	Monthly	100%	100%
	Cleaning cycles on the	Data collected on the	Certifications	Monthly	100%	100%

	ship	basis of HACCP monitoring sheets -% interventions carried out / interventions planned -% interventions complied / interventions planned				
	Overall perception of cleanliness	Rating from 1 to 5	Periodic surveys through questionnaires	Bimonthly	80%	85%
Travel comfort	On-board passenger accommodation	% of seats booked compared to maximum transport capacity	Booking list certification	Continuous on each journey	Max 100%	40%
	Anti-roll stabilisation systems	% of ships with systems compared to total ships	Certification	Continuous	100%	100%
	Overall perception of travel comfort	Rating from 1 to 5	Periodic surveys through questionnaires	Bimonthly	80%	82%
Additional services	Availability of bars and TVs in public spaces	%ships with bars/TVs in public spaces compared to total ships	Company specifications	Continuous	100%	100%
	Restaurant service	% of ships with restaurant services compared to total ships	Company specifications	Continuous	100%	100%
	Other services (game room / children's playroom / kennels / pet cabins, etc.)	% ships with other services compared to total ships	Company specifications	Continuous	100%	100%
	Overall perception of the usability of additional services	Rating from 1 to 5	Periodic surveys through questionnaires	Bimonthly	70%	71%
Services for disabled travellers (PRMs)	PRM services indicator %PRMs	No. of monthly trips accessible and usable by PRMs / No. of monthly scheduled runs accessible to PRMs	Statistical calculation	Annual	100%	100%
	Dedicated PRM cabins with private facilities	% ships equipped with PRM cabins compared to total ships	Certification	Continuous	100%	100%
	PRM access to public areas and services	% ships with PRM access to public areas and services compared to total ships	Certification	Continuous	100%	100%
	Overall perception of service accessibility for PRMs	Rating from 1 to 5	Periodic surveys through questionnaires	Bimonthly	80%	84%
Customer information	Information points at embarkation seaports	No. of seaports with information points / No. of seaports in total	Company specifications	Continuous	100%	100%
	Other electronic information points (Internet) and company call centre	Functionality/usability of the company website and call centre	Company specifications	Continuous	100%	100%
	On-board information points	% vessels with information points in relation to total number of vessels	Company specifications	Continuous	100%	100%
	Overall perception of information usability	Rating from 1 to 5	Periodic surveys through questionnaires	Bimonthly	80%	85%

Service stability to relate to and communicate with user	Recognition of on-shore / on-board reception staff	% staff with ID badge / total reception staff	Company specifications	Continuous	100%	100%
	Presentability / decorum / friendliness of on-board reception staff	% uniformed reception staff / total reception staff	Company specifications	Continuous	100%	100%
	Overall perception of reception staff	Rating from 1 to 5	Periodic surveys through questionnaires	Bimonthly	80%	87%
Service quality of transactions at the counter	Use of computerised systems for issuing tickets	% of outlets with IT systems compared to total outlets	Company specifications	Continuous	100%	100%
	Availability of dedicated ticket oces at embarkation points	% of seaports with dedicated ticket oces in relation to total seaports	Company specifications	Continuous	100%	100%
	Accessibility of on-board check-in services	% ships equipped with on-board check-in services compared to total ships	Company specifications	Continuous	100%	100%
	Overall perception of service quality of transactions at the counter	Rating from 1 to 5	Periodic surveys through questionnaires	Bimonthly	80%	84%
Modal integration	Access to modal integration with other transport systems	% of seaports with access to total number of seaports	Direct surveys	Continuous	100%	100%
	Overall perception of modal integration	Rating from 1 to 5	Periodic surveys through questionnaires	Bimonthly	80%	83%
Attention to the environment	Results of IAPP-IOPP certification visits	% IOPP and IAPP certification visits passed / scheduled visits	Certification	Annual	100%	100%
	ISO14001 environmental certification visit results	% ISO14001 certification visits passed / planned visits	Certification	Annual	100%	100%
	Calculation of SOX equivalent emissions	% SO/CO emission reduction < 19	Statistical calculation	Annual	100%	100%
	Overall perception of care for the environment	Rating from 1 to 5	Periodic surveys through questionnaires	Bimonthly	80%	82%

# QUALITY INDICATORS RESULTS OF 2022



QUALITY FACTOR	INDICATOR DESCRIPTION	UNIT OF MEASUREMENT	METHOD	DETECTION FREQUENCY	QUALITY STANDARD	RESULTS OF 2021
Travel safety	Passenger accidents	% passenger accidents over total passengers	Statistical calculation	Continuous at each event	0,006%	0,00008%
	Passenger car accidents	% accidents / % passenger cars transported	Statistical calculation	Continuous at each event	0,1%	0.0001%
	Audit results for safety management certificates	% successful audits over total audits	Statistical calculation	Annual	100%	100%
	Ship class (Rina)	% max class ships / total ships	Statistical calculation	Annual	100%	100%
	Overall perception of safety	Rating from 1 to 5	Periodic surveys through questionnaires	Bimonthly	80%	86%
Passenger personal safety and safety of personal property	Cabin thefts	% thefts / total passengers in cabin	Statistical calculation	Continuous at each event	0,0001%	0,000004
	Car thefts	% thefts / total passenger cars	Statistical calculation	Continuous at each event	0,0001%	0,00001
	On-board garage area surveillance	% monitored areas / total areas	Company specifications	Annual	100%	100%
	Overall perception of personal safety and safety of personal property	Rating from 1 to 5	Periodic surveys through questionnaires	Bimonthly	80%	86%
Regularity of services and punctuality of vessels	Transport supply indicator %Rn	% number of journeys made / total number of journeys planned; number of journeys not made for outside reasons	Internal Monitoring System	Monthly	100% (excluding omissions due to causes not attributable to Grimaldi Euromed (weather conditions, strikes, technical causes not attributable to the company, etc.)	99,78%
	Punctuality index % P	% On-time runs / Good-weather runs	Internal Monitoring System	Monthly	100% (excluding omissions due to causes not attributable to Grimaldi Euromed (weather conditions, strikes, technical causes not attributable to the company, etc.)	99,14%
	Overall perception of service regularity and punctuality	Rating from 1 to 5	Periodic surveys through questionnaires	Bimonthly	80%	93%
Cleanliness and hygienic conditions of vessels	Inspection visits by Maritime Health Authorities	% Successfully passed inspections / total inspections endured	Certifications	Every 6 months	100%	100%
	Inspection visits by the authorities (NAS)	% Successfully passed inspections / total inspections endured	Certifications	Occasionally, according to authority decisions	100%	100%
	Audits of the self-auditing system carried out by specialist companies	% Successfully passed inspections / total inspections endured	Certifications	Every 6 months	100%	100%
	Penalties	Penalties carried out / Penalties planned	Certifications	Monthly	100%	100%
	Cleaning cycles on the ship	Data collected on the basis of HACCP monitoring sheets	Certifications	Monthly	100%	100%



		-% interventions carried out / interventions planned -% interventions complied / interventions planned				
	Overall perception of cleanliness	Rating from 1 to 5	Periodic surveys through questionnaires	Bimonthly	80%	88%
Travel comfort	On-board passenger accommodation	% of seats booked compared to maximum transport capacity	Booking list certification	Continuous on each journey	Max 100%	26%
	Anti-roll stabilisation systems	% of ships with systems compared to total ships	Certification	Continuous	100%	100%
	Overall perception of travel comfort	Rating from 1 to 5	Periodic surveys through questionnaires	Bimonthly	80%	85%
Additional services	Availability of bars and TVs in public spaces	%ships with bars/TVs in public spaces compared to total ships	Company specifications	Continuous	100%	100%
	Restaurant service	% of ships with restaurant services compared to total ships	Company specifications	Continuous	100%	100%
	Other services (game room / children's playroom / kennels / pet cabins, etc.)	% ships with other services compared to total ships	Company specifications	Continuous	100%	100%
	Overall perception of the usability of additional services	Rating from 1 to 5	Periodic surveys through questionnaires	Bimonthly	70%	74%
Services for disabled travellers (PRMs)	PRM services indicator %PRMs	No. of monthly trips accessible and usable by PRMs / No. of monthly scheduled runs accessible to PRMs	Statistical calculation	Annual	100%	100%
	Dedicated PRM cabins with private facilities	% ships equipped with PRM cabins compared to total ships	Certification	Continuous	100%	100%
	PRM access to public areas and services	% ships with PRM access to public areas and services compared to total ships	Certification	Continuous	100%	100%
	Overall perception of service accessibility for PRMs	Rating from 1 to 5	Periodic surveys through questionnaires	Bimonthly	80%	88%
Customer information	Information points at embarkation seaports	No. of seaports with information points / No. of seaports in total	Company specifications	Continuous	100%	100%
	Other electronic information points (Internet) and company call centre	Functionality/usability of the company website and call centre	Company specifications	Continuous	100%	100%
	On-board information points	% vessels with information points in relation to total number of vessels	Company specifications	Continuous	100%	100%
	Overall perception of information usability	Rating from 1 to 5	Periodic surveys through questionnaires	Bimonthly	80%	88%

Service stability to relate to and communicate with user	Recognition of on-shore / on-board reception staff	% staff with ID badge / total reception staff	Company specifications	Continuous	100%	100%
	Presentability / decorum / friendliness of on-board reception staff	% uniformed reception staff / total reception staff	Company specifications	Continuous	100%	100%
	Overall perception of reception staff	Rating from 1 to 5	Periodic surveys through questionnaires	Bimonthly	80%	90%
Service quality of transactions at the counter	Use of computerised systems for issuing tickets	% of outlets with IT systems compared to total outlets	Company specifications	Continuous	100%	100%
	Availability of dedicated ticket oces at embarkation points	% of seaports with dedicated ticket oces in relation to total seaports	Company specifications	Continuous	100%	100%
	Accessibility of on-board check-in services	% ships equipped with on-board check-in services compared to total ships	Company specifications	Continuous	100%	100%
	Overall perception of service quality of transactions at the counter	Rating from 1 to 5	Periodic surveys through questionnaires	Bimonthly	80%	87%
Modal integration	Access to modal integration with other transport systems	% of seaports with access to total number of seaports	Direct surveys	Continuous	100%	100%
	Overall perception of modal integration	Rating from 1 to 5	Periodic surveys through questionnaires	Bimonthly	80%	86%
Attention to the environment	Results of IAPP-IOPP certification visits	% IOPP and IAPP certification visits passed / scheduled visits	Certification	Annual	100%	100%
	ISO14001 environmental certification visit results	% ISO14001 certification visits passed / planned visits	Certification	Annual	100%	100%
	Calculation of SOX equivalent emissions	% SO/CO emission reduction < 19	Statistical calculation	Annual	100%	100%
	Overall perception of care for the environment	Rating from 1 to 5	Periodic surveys through questionnaires	Bimonthly	80%	85%