

SUMMARY OF SUGGESTION FORMS

Below is a table showing the results of the periodic survey carried out by Grimaldi on the level of Customer Satisfaction. Data are expressed as a percentage on a scale from 1 to 5.

M/N Reference month	CATANIA * October - November 2021				
	5	4	3	2	1
Overall rating of the voyage experience	73%	20%	0%	7%	0%
Adequacy and accessibility of sales channels (website, ticket offices, call center, travel agencies)	63%	38%	0%	0%	0%
voyage	71%	18%	12%	0%	0%
Perceived service quality at counter operations	67%	26%	7%	0%	0%
Embarking procedures and operation	67%	26%	7%	0%	0%
Regularity and punctuality of the service	88%	12%	0%	0%	0%
Perceived safety level in terms of the voyage experience	71%	24%	6%	0%	0%
Perceived personal safety and safety of personal property	59%	35%	6%	0%	0%
Perception of comfort during the voyage	53%	41%	0%	0%	6%
Cleanliness and hygiene in the common areas of the ship	71%	29%	0%	0%	0%
Cleanliness, comfort and furniture in the cabin occupied	71%	18%	6%	6%	0%
Recognizability and courtesy of personnel responsible for reception on board and at the dock	82%	18%	0%	0%	0%
Quality of restaurant service	75%	25%	0%	0%	0%
Quality of additional on board services (swimming pool, wellness, shop, casino, playroom, kennel)	71%	29%	0%	0%	0%
Embarking assistance and procedures for individuals with reduced mobility	70%	30%	0%	0%	0%
On board accessibility and usability of services dedicated to individuals with reduced mobility	80%	20%	0%	0%	0%
Disembarking procedures and operations	67%	33%	0%	0%	0%
Modal integration level (transport services/connections)	90%	0%	10%	0%	0%
Perceived level of care for the environment	100%	0%	0%	0%	0%

(*) Also includes period from 23.9.2021 to 30.9.2021