



MOBILITY CHART

Edition 2026

The Mobility Charter, a service charter for the transport sector, reinforces the guarantee of citizens' freedom of movement (mobility) provided for in Article 16 of the Italian Constitution, which states in paragraph 1: "Every citizen may move and reside freely in any part of the national territory" and in paragraph 2: "Every citizen is free to leave and re-enter the territory of the Republic". This provision is reflected at Community level in Article 8 of the Maastricht Treaty, which expressly provides that: 'Every citizen of the European Union has the right to move and reside freely within the territory of the Member States'.

The Mobility Charter is the communication and information tool through which Compagnia Italiana di Navigazione S.p.A. undertakes to guarantee compliance with quality standards for the service offered.

The following pages explain some of the values Compagnia Italiana di Navigazione S.p.A. is inspired by in carrying out its activities, as well as quality indicators and objectives, communication channels with the Company and a series of useful information on the services offered.

The Charter is available at the offices of Compagnia Italiana di Navigazione S.p.A., at all ticket offices of the ports of call operated by the Company, on the official website www.tirrenia.it and on board the vessels.

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SECTION I:

1. The Fundamental Principles of the Charter

The Mobility Charter is an opportunity for Compagnia Italiana di Navigazione S.p.A. to briefly illustrate its role as a carrier aimed at guaranteeing and improving travel needs from and to the islands it serves.

In drawing up the Charter, Compagnia Italiana di Navigazione S.p.A. has followed the indications of the Directive of the President of the Council of Ministers of 27.01.1994 concerning the 'Principles on the provision of public services' and the subsequent D.P.C.M. 30.12.1998 concerning passenger mobility, as well as EU Reg. 1177/2010 for the protection of the rights of passengers, including those with reduced mobility.

Compagnia Italiana di Navigazione S.p.A. considers the Mobility Charter an incentive to persevere in its programmes to improve the quality of the service offered to passengers by respecting the following fundamental principles

1.1 Equality and Impartiality

- Service provision is inspired by the principle of equal rights of users, excluding any discrimination on grounds of sex, race, language, religion, political opinion and nationality. The principle of equal treatment is compatible with forms of differentiated tariffs (ordinary and resident) that are practicable on the basis of objective and known criteria.
- The Company adopts initiatives aimed at continuously improving the accessibility of services for certain user groups (the disabled, the elderly, pregnant women).
- More generally, the Company's behaviour towards users is inspired by criteria of objectivity, justice and impartiality.

1.2 Continuity

- The provision of the service is guaranteed with continuity, regularity and without interruptions, except for circumstances beyond the Company's control.
- In the event of a strike, news about the minimum guaranteed services will be promptly disclosed; however, this fulfilment remains conditional on the behaviour of third parties with respect to the Company. In the event of irregular operation or non-performance of the transport service due to causes attributable to the Company, the Company shall adopt measures to inform passengers in order to cause the least possible inconvenience to users.

1.3 Participation

- The passenger has access to information through the Company's website, ticket offices and offices, where information and changes regarding the services offered are published.
- Through the Call Centre the passenger can have a direct relationship with the Company. The Call Centre supports customers in choosing their itinerary, offers logistical information, facilitates the booking process and collects user suggestions regarding the services offered.
- The Company undertakes to strengthen this relationship with its passengers by periodically acquiring evaluations and suggestions regarding the service rendered, in accordance with the procedures set out in Section II of this Charter.

1.4 Efficiency and Effectiveness

- The Company's entire organisational process is aimed at improving the efficiency and effectiveness of the service offered; to this end, the Company adopts the quality indicators set out in Section II of this Charter.
- The personnel of Compagnia Italiana di Navigazione S.p.A. wear uniforms and badges to facilitate the process of staff recognition by passengers both on board and on land.

- With the specific aim of consolidating the relationship of trust between passengers and the Company, the staff's behaviour is courteous, professional and helpful, aimed at satisfying the needs of passengers, always in compliance with on-board safety regulations.

1.5 Freedom of choice

- Accessibility of information is enhanced and guaranteed through modern means of communication to facilitate passenger choice.

2. Presentation of Compagnia Italiana di Navigazione S.p.A.

In July 2011, Compagnia Italiana di Navigazione S.p.A. was awarded the tender for the privatisation of Tirrenia di Navigazione S.p.A., a historic shipping company of the Italian State which, since 1936, the year of its foundation, has been one of the leading players in the economic development of our country. Compagnia Italiana di Navigazione S.p.A. with approximately 1,300 employees and a fleet of 5 ships.

Following the finalisation of the sale of the company branch with Tirrenia di Navigazione S.p.A. in extraordinary administration, on 18 July 2012 Compagnia Italiana di Navigazione S.p.A. signed the Convention with the Ministry of Infrastructure and Transport on the basis of which the Company became the owner of the public service connecting the major islands (Sicily and Sardinia) and the Tremiti Islands pursuant to art. 1 paragraph 998 of Law no. 296 of 27 December 2006 and art. 19-ter of Law Decree no. 135/2009 converted with amendments into Law no. 166/2009. This agreement was amended by the Interministerial Decree of 7 August 2014.

The Agreement with the current Ministry of Infrastructure and Sustainable Mobility is definitively terminated on 30 June 2021.

The current routes operated by the Company connect Sardinia in the Tyrrhenian Sea (to and from the ports of Porto Torres and Olbia) with Genoa and Civitavecchia.

The Company's obligations in terms of the number of trips and routes to be operated, the type of vessels to be used, punctuality and quality of service, as well as the maximum fares applicable to resident and ordinary passengers, and road freight traffic, are regulated in detail.

*2.1 La Flotta di Compagnia Italiana di Navigazione S.p.A.**



CLASSE FLORIO: 2 navi – VINCENZO FLORIO e RAFFAELE RUBATTINO

- Length: 180 metres
- Tonnage: 31041 tons
- Speed: 22 knots
- Transport capacity: 1471 passengers and up to 630 cars

Existing fleet at the time of writing.

2.2 Social commitment

Compagnia Italiana di Navigazione S.p.A. is fully committed to Safety and Environmental Protection.

The Company establishes that all operations carried out by its personnel must pursue the following corporate objectives

- Avoid damage to individuals and loss of life;
- Protect the environment, particularly the marine environment;
- Maintain the technical and operational efficiency of ships at the highest level;
- Protect ships and crews from the consequences of illegal practices;
- To transport passengers in a safe and efficient manner.

2.3 Security

The safety of people and goods transported, the wellbeing of crews and the protection of the marine and coastal environment represent the Company's greatest responsibility. Compagnia Italiana di Navigazione S.p.A. is committed to continuously improving its Safety and Environmental Management System in compliance with the standards provided for by national and EU legislation.

In adherence to the principles dictated by the International Maritime Organization (I.M.O.), the Company's policy ensures the operation of its ships and shore-based operational structures through a safety system, verified and certified by the State Administration, in accordance with the directives of the IMO/ISM code supplemented by the environmental protection procedures of the MARPOL Convention, the required standards of the STWC Convention for the qualification and training of seafarers and the standards of the ILO/MLC2006 Convention for the protection of the rights and health of workers on board.

Offices and ships receive an annual audit by the Maritime Authority and the Technical Surveillance Body (RINA), the results of which confirm the safety certificates issued in accordance with national and international legislation.

SECTION II:

1. The Quality of Service

The company places the service provided and the needs of the passenger at the centre of its operations.

With a view to continuous improvement, new and competitive quality objectives are set.

The company has identified a number of quality indicators to be adopted as a basis for representing the quality level of the service provided and on the basis of which to measure it in order to improve the service rendered.

The indicators identified are:

1. Security of travel;
2. Personal and property security of the passenger;
3. Regularity of service and punctuality of ships;
4. Cleanliness and hygienic conditions of the ships
5. Comfort of the voyage;
6. Additional services on board, where provided
7. Services for disabled passengers and passengers with reduced mobility
8. Customer information;
9. Relational and communicational/behavioural aspects of personnel in contact with users
10. Level of service in counter and embarkation/disembarkation operations;
11. Modal integration;
12. Attention to the Environment.

With reference to each quality factor/indicator, Compagnia Italiana di Navigazione S.p.A. guarantees compliance with high quality standards, as set out in the diagram below.

1.1 Travel Security

Safety, understood as both 'safety' and 'security', is guaranteed not only by the levels of training and education of crews but also, and above all, by the multiple certifications that are issued following periodic surveys by the Harbour Offices and RINA (Registro Italiano Navale). The standards to which ships and crews must comply in order to obtain the certificates that allow nautical and commercial operation descend from the IMO (International Maritime Organization - the UN body responsible for dictating provisions on maritime safety), the European Community, national laws and regulations, and the classification regulations of the Italian Naval Register.

These are the main certificates with which every Compagnia Italiana di Navigazione S.p.A. ship is provided:

1. Class certificate issued by the Italian Shipping Register and certifying the goodness of the hull and machinery.
2. Passenger transport safety certificate issued by the Harbour Master's Office following joint surveys carried out together with the Italian Shipping Register.
3. Certificate Directive (eu) 2017/2110 transposed by national decree no. 37 on 22nd april 2020 issued by the Harbour Master's Office, following inspections carried out for each individual line also during navigation and with passengers on board.
4. Security certificate (certification relating to the protection of the ship against unlawful acts) ex Regulation 725/04/EC

5. Safety Management Certificate (SMC), relating to the safety procedures followed by the ships and issued by the Harbour Master following joint surveys carried out with the Italian Shipping Register. This certificate attests that the procedures comply with the International Safety Management system - ISM Code - issued by the aforementioned International Maritime Organization and implemented by the European Community for passenger ships and Ro-Ro high-speed craft.

6. Certificate for on-board services issued by the Harbour Master's Office with annual validity and attesting to the capacity of the crew and on-board safety services to deal with any type of emergency.

7. The company itself, in order to be able to manage the type of vessel it owns, must be in possession of a safety management certificate known as a DOC (Document of Compliance) attesting to compliance with the standards of the aforementioned International Safety Management - ISM Code - of the International Maritime Organization from the point of view of the capacity of the shore offices to manage safety. This certificate is issued to the company following a visit to the operational offices of the head office by the Harbour Master's Office and the Italian Shipping Register and is valid for five years, with the obligation of annual revalidation.

For further details, please refer to section I paragraph 2.3 of this mobility charter.

With reference to "travel safety", the following quality indicators (by type and unit of measurement) and the related standards (service level) have been identified.

Type	Unit of Measure	Quality Standard	Mode
Passenger accidents on board	n. accidents/tot. passengers transported	0,0076%	Information system
Car accidents	n. accidents/tot. Vehicles transported	0,0091%	Information system
International Application Safety Management	n. positive audits/tot. audit RINA	100%	Certification
RINA classification level	n. Ships with max class /tot. ships	100%	Certification
Overall perception of security	n. passengers satisfied/n. passengers respondent	70%	Survey via questionnaire

1.2 Personal and financial security of the passenger

Compagnia Italiana di Navigazione S.p.A. is committed to implementing every possible measure aimed at the personal and financial safety of the passenger:

- Passengers are not allowed access to on-board rooms that are not intended for them or to remain in the garage and/or access them while sailing;
- The access door of each passenger cabin is locked;

- The cabin crew monitors the correct behaviour of passengers who spend time in the lounges, lounges or other common areas reserved for them;
- Garage areas are monitored with a CCTV system;
- On board ships equipped with passenger cabins, a free "deposit of valuables" service is active by means of safety deposit boxes, the methods of use of which can be obtained at the Office of the Purser;
- An automated procedure is activated for the temporary custody of forgotten objects found on board, aimed at returning, where possible, to their legitimate owners.

With reference to the "personal and financial security of the passenger", the following quality indicators (by type and unit of measurement) and the related standards (service level) have been identified.

Type	Unit of Measure	Quality Standard	Mode
Amount of theft in the cabin	n. theft /tot. passengers in cabin	0,0003%	Information system
Entity of car theft	n. theft /tot. cars transported	0,0005%	Information system
Availability of valuables storage service (trips m/l duration)	n. ships with dep. values/ tot. Ships	100%	Company specifications
Surveillance of on-board garage areas	n. Monitored areas/total areas	100%	Company specifications
Overall perception of personal and asset security	n. passengers satisfied/n. passengers respondent	70%	Survey via questionnaire

1.3 Regularity of the service and punctuality of the ships

The services of Compagnia Italiana di Navigazione S.p.A. are structured to guarantee the needs of movement of people and goods and comply with the five-year planning plans approved by the administration pursuant to the laws on affiliated services. The connections are carried out by the Company's units continuously and regularly throughout the year.

The itineraries and frequencies suitable for facilitating the movement of passengers from the islands and to the islands reflect the mobility needs of the island populations - which the State has decided to guarantee through Compagnia Italiana di Navigazione S.p.A. - not separated from those of tourist flows, with consequent differentiation between the winter and summer seasons. The details can be found on the "www.tirrenia.it" website from which the network of connections and the composition of the fleet also emerge.

The efficiency of the Compagnia Italiana di Navigazione S.p.A. fleet ensures the possible containment of any delay and the related best achievable punctuality.

Delays can be attributable to:

- In adverse weather and sea conditions. In such cases, the Ship Command privileges, as far as possible, the comfort of the passenger by changing standard course and speed;
- Embarkation/disembarkation operations that are prolonged for reasons not attributable to the shipowner's responsibility;
- Deficiencies/inefficiencies related to landings that prolong the time of mooring/unmooring nautical operations;
- To unforeseeable technical failures;
- At port security checks and also at any police checks;
- Extraordinary events independent of the carrier's organization, such as but not limited to:
 - waits or speed reductions due to intense incoming/outgoing port traffic;
 - assistance/rescue of other boats in difficulty.

For further details, please refer to section V paragraph 3 of this mobility charter.

With reference to the "regularity of the service and punctuality", the quality indicators reported in the table below have been identified with the relative methods of monitoring the service.

Type	Genova/ Porto Torres e v.v. (*)	Civitavecchia /Olbia e.v.v. (*)	MODE
Service continuity (A = annual)	A	A	Information system
Service frequency			
Service reliability (**)	100%	100%	Information system
Respect for scheduled arrival time (***)	100%	100%	Information system
Overall perception of the regularity of the service	70%	70%	Survey via questionnaire

(*) The Company undertakes to operate maritime connection services under a public service regime, with the exception of the winter season. During the summer season, the Company operates on a free market basis for these lines.

(**) Omissions of service for reasons not attributable to Compagnia Italiana di Navigazione S.p.A. (weather and sea conditions, technical failures beyond the carrier's control and other extraordinary events) are excluded.

(***) Excluding delays not attributable to Compagnia Italiana di Navigazione S.p.A. (weather and sea conditions, technical failures beyond the carrier's control and other extraordinary events).

1.4 Cleanliness and hygienic conditions of ships

Compagnia Italiana di Navigazione S.p.A. is committed to ensuring hygiene and decorum on board its units. To this end, preventive rodent control, pest control and internal and external

deep cleaning interventions are carried out on a periodic basis; Normal cleaning of public spaces and toilets is carried out daily with the frequency suggested by the type and duration of the trip as well as the density of passengers. In addition, the rooms frequented by passengers are equipped with quickly accessible waste containers. Cleaning operations in cabins and public spaces, except in emergencies that require prompt intervention, are carried out in the absence of passengers on board.

Each ship is periodically subjected to unannounced inspections by the NAS (Anti-Sophistication Unit of the Carabinieri) for the catering areas and passenger accommodation and to periodic visits and inspections by the Maritime Health Offices for the areas reserved for crews. Following these last visits, specific certifications are issued. In addition, as required by Legislative Decree 155/97 on the hygiene of food products, specific scheduled periodic checks are carried out by certified companies. Finally, internal inspections, including on traveling units, verify compliance with company directives on the subject.

Interventions are planned as follows:

- Pest control: no less than N° 4/year
- Rodent control: not less than N° 4/year
- Cabin cleaning: before each crossing
- Cleaning of public spaces: before each crossing
- Ecological service (toilet cleaning): before each crossing and during the journey on a regular basis.

With reference to the "cleanliness and hygienic conditions of ships", the following quality indicators (by type and unit of measurement) and the related standards (service level) have been identified.

Type	Unit of Measure	Quality Standard	Mode
NAS inspection visits	n. isp. performed with evaluation. positive/ tot. isp.	100%	Certification
Periodic Inspections Maritime Health	n. isp. performed with evaluation. positive/ tot. isp.	100%	Certification
Checks by certified companies	n. isp. performed with evaluation. positive/ tot. ISP.	100%	Certification
Overall perception of cleanliness level	n. passengers satisfied/n. passengers respondent	70%	Survey via questionnaire

1.5 Comfort of the travel

The centrality of the passenger finds Compagnia Italiana di Navigazione S.p.A. committed not only to paying the utmost attention to the efficiency of the services but also to making the crossing comfortable and pleasant.

The fleet renewal process has aimed and continues to improve passenger comfort through:

- The creation on board the ferries of accommodation in cabins, numbered reclining armchairs and living areas with comfortable seats;
- The adoption of stabilization systems that minimize roll movement;
- The air conditioning of the rooms, in order to promote healthy environmental conditions.

These conditions are also protected by the introduction of a ban on smoking in all closed rooms on board. Smoking passengers may, however, use the external decks and in any case the uncovered areas of the ship, where this is not expressly prohibited for safety reasons.

Passenger accommodation on ferries is able to accommodate the passenger density of the connecting lines served.

With reference to "travel comfort", the following quality indicators (by type and unit of measurement) and the related standards (service level) have been identified.

Type	Unit of Measure	Quality Standard	Mode
Pass accommodation. On board ferries (trips m/l duration)	n. cab. seats/tot. Permanent positions	73%(*)	Certification
Pass accommodation. On board ferries (trips m/l duration)	n. poltr./tot. Permanent positions	27%(*)	Certification
Seat availability	n. posti a sedere/ tot. pass. trasp.	100%	Certification
Anti-roll stabilization systems	n. seats/ tot. Pass. transp.	100%	Certification
Air conditioning	No. of air conditioning units / total units	100%	Certification
Overall perception of travel comfort	No. of satisfied passengers/No. of passengers interviewed	70%	Survey via questionnaire

(*) Value referred to the average of the individual percentages by type of fixed seats (cabins and armchairs) out of the total of the same).

1.6 Additional services on board

To make the journey more comfortable and shorten the crossing time in the passenger's perception, the ferries have living rooms equipped with a bar / sandwich shop, comfortable armchairs with tables, TV sets that can be tuned to the main television networks. It is also possible to access, where present, the games room and the cinema room as well as, during the hours traditionally dedicated to meals, to the à la carte restaurant and/or self-service restaurant services. Many units also allow you to shop at the on-board shops and are equipped with a children's playroom and a reading room. All units that offer catering service comply with the dictates of Legislative Decree 155/97, which implements the EU directives on controls on the cleanliness of on-board environments and the hygienic treatment of food products, according to the Hazard Analysis and Critical Control Points (HACCP) analysis and control system.

With reference to "additional services on board", the following quality indicators (by type and unit of measurement) and the related standards (service level) have been identified.

Type	Unit of Measure	Quality Standard	Mode
Bar and TV service	n. ferries equipped/tot. Ferries	100%	Company specifications
Restaurant and/or self-service service	n. ferries equipped/tot. Ferries	100%	Company specifications
Other services (reading room, games, etc.)	n. ferries equipped/tot. Ferries	100%	Company specifications
Overall perception of the quality of additional services	No. of satisfied passengers/No. of passengers interviewed	70%	Survey via questionnaire

(*) 2 naval units in the fleet do not provide for the Cinema service

1.7 Services for disabled passengers and passengers with reduced mobility

To facilitate the mobility of passengers with disabilities and reduced mobility, the units of the fleet of Compagnia Italiana di Navigazione S.p.A. implement all the provisions in force on the subject. In particular, they have parking areas in the garage reserved for the cars of passengers in wheelchairs, a dedicated lift, stairlifts, adequately structured cabins with an adjoining toilet room and, in general, for all PRMs, reserved areas in the armchair rooms and common areas, as well as a suitably equipped public toilet room. In addition, all units make the environments of public places (restaurants, self-service, cinema room, etc.) accessible to PRMs. Finally, the staff has been specially trained.

As far as access and stay on board are concerned, those who have booked an equipped cabin and need assistance with boarding have a preferential route: it is sufficient that they show up alongside at least sixty minutes before departure by displaying the "PMR" sheet, which will have been issued together with the ticket, on the dashboard of the car. Of course, the Ship Command is required to verify the actual existence of the conditions that determined the assignment of these accommodations at the time of purchase of the ticket.

As regards the details of the services guaranteed to passengers with disabilities and reduced mobility, please refer expressly to what is reported in this mobility charter in section IV paragraph 3.

With reference to "services for passengers with disabilities and reduced mobility", the following quality indicators (by type and unit of measurement) and the related standards (service level) have been identified.

Type	Unit of Measure	Quality Standard	Mode
Dedicated cabins with toilets provided	n. ferries equipped/tot. Ferries	100%	Company specifications
Accessibility of public places (ramps for access to premises, etc.)	n. ferries equipped/tot. Ferries	100%	Company specifications
Overall perception of the quality of services for passes. Disabled and Reduced Mobility	No. of satisfied passengers/No. of passengers interviewed	80%	Survey via questionnaire

1.8 Customer Information

Passengers can obtain up-to-date information on services, connections, timetables and fares and make reservations in the following ways:

- From the official website of Compagnia Italiana di Navigazione S.p.A. www.tirrenia.it (available in Italian, English, French, German);
- By calling the Call Center at the number 0276021832, according to the methods and costs communicated at the beginning of the call;
- At travel agencies authorized to issue travel tickets of Compagnia Italiana di Navigazione S.p.A.;
- At the boarding stations during ticket office service hours;
- At the information office available on board the ships of Compagnia Italiana di Navigazione S.p.A.

For further details, please refer to section V paragraph 1 of this mobility charter.

Information on planned strikes and guaranteed minimum services is disseminated, in compliance with the relevant legislation, in the press or on the www.tirrenia.it website of Compagnia Italiana di Navigazione S.p.A..

With reference to the "Customer Information" service, the following quality indicators (by type and unit of measurement) and the related standards (service level) have been identified.

Type	Unit of Measure	Quality Standard	Mode
Information points at the boarding gates	No. of ports equipped/Total number of ports	100%	Company specifications
Other information points - On national territory - On foreign territory	Total number of points Total number of points	6.000 ^(*) 3.500 ^(*)	Company specifications
Information points on board	n. ferries equipped/tot. Ferries	92%	Company specifications
Comprehensive perception of information	No. of satisfied passengers/No. of passengers interviewed	86%	Survey via questionnaire

(*) Data subject to change

1.9 Relational and communicational/behavioral aspects of staff in contact with users

The personnel of Compagnia Italiana di Navigazione S.p.A. in contact with the public, as regards:

Recognition

- They must be provided with a clearly visible identification tag bearing the Company logo, photograph and identification data. Booking centre employees are required to identify themselves by indicating their name and the office to which they belong.

Presentability

- Must wear the prescribed company uniform;
- Must have a well-groomed appearance, avoiding forms of carelessness or excessive eccentricity.

Behaviour

- Must treat the passenger with respect and courtesy, express themselves in comprehensible and irreproachable language;
- He/she must guarantee promptness and availability to solve passenger problems should they arise.

With reference to 'relational and behavioural aspects', the following quality indicators (by type and unit of measurement) and related standards (of service level) have been identified

Type	Unit of Measure	Quality Standard	Mode
Personal front-line recognition	n. staff with identification card/tot. staff	100%	Company specifications
Personal front-line presentability	n. people in uniform/tot. staff	100%	Company specifications
Overall perception of front-line staff	No. of satisfied passengers/No. of passengers interviewed	70%	Survey via questionnaire

1.10 Level of counter and embarkation/disembarkation service

Compagnia Italiana di Navigazione S.p.A. adopts a computerised procedure for issuing tickets. This allows stopover ticket offices and agencies connected to the network:

- The immediate display of the possibility of satisfying the passenger's request and possible alternative offers;
- The issuing of tickets with minimum ticketing times;
- The possibility of booking for groups, with a time limit if not converted into a ticket.

Turnout at port counters and embarkation/disembarkation operations are rationalised with queue channelling.

For further details please refer to section III paragraph 3 of this mobility charter.

With reference to the 'level of service at counters and embarkation/disembarkation', the following quality indicators (by type and unit of measurement) and relative standards (of service level) have been identified.

Type	Unit of Measure	Quality Standard	Mode
Adoption of computerized systems for the issuance of travel documents	no. of points of sale equipped/tot. Stores	100%	Information System
Adoption of rationalization of passenger turnout	n. equipped yards/tot. yards	100%	Company specifications
Overall perception of the service level	No. of satisfied passengers/No. of passengers interviewed	90%	Survey via questionnaire

1.11 Modal integration

Compagnia Italiana di Navigazione S.p.A., in the awareness that passenger travel does not begin and end with the crossing, makes every effort to ensure that users are aware of the services and intermodal connections with other transport carriers and provides, in particular, adequate information on the road network and access to each individual port of call on the official website www.tirrenia.it.

With reference to 'modal integration', the following quality indicators (by type and unit of measurement) and related standards (of service level) have been identified.

Type	Unit of Measure	Quality Standard	Mode
Port facilities with connections to railway stations and ports.	No. of equipped ports/No. of ports served	92%	Detection
Port facilities equipped with parking for private users, taxi stops and buses..	No. of equipped ports/No. of ports served	100%	Detection
Perception of the visibility, comprehensibility and effectiveness of port signage	No. of satisfied passengers/No. of passengers interviewed	80%	Survey via questionnaire
Perception of the adequacy of port/city and port/quay connections	No. of satisfied passengers/No. of passengers interviewed	80%	Survey via questionnaire
Overall perception of modal integration	No. of satisfied passengers/No. of passengers interviewed	80%	Survey via questionnaire

1.12 Attention to the Environment

In developing and improving its services, Compagnia Italiana di Navigazione S.p.A. pays particular attention to environmental protection issues.

Marine pollution

In order to protect the marine environment, ships are equipped with oily water and black water treatment plants; the related certification and periodic validation checks ensure that the functionality of these plants complies with regulations aimed at preventing the discharge of oils, sludge and muddy and/or solid residues into the sea.

Air Pollution

The utmost attention is paid - in terms of maintenance and operation - to the correct functioning of the engine equipment to prevent the emission of combustion fumes rich in unburnt particles.

Noise pollution

To protect against noise pollution, the units incorporate the most advanced technologies, in terms of design and adoption of sound-absorbing materials, aimed at achieving the best possible sound insulation and ensuring that the noise level does not exceed the limit of normal tolerability.

With reference to 'attention to the environment', the following quality indicators (by type and unit of measurement) and related standards (of service level) have been identified.

Type	Unit of Measure	Quality Standard	Mode
Marine anti-pollution systems and procedures	n. ferries equipped/tot. Ferries	100%	Certification
Anti-atmospheric pollution systems and procedures (engine maintenance level and sulphur content level)	n. ferries equipped/tot. Ferries	100%	Certification
Anti-noise systems and procedures	n. ferries equipped/tot. Ferries	100%	Certification
Overall perception of the level of attention to the environment	No. of satisfied passengers/No. of passengers interviewed	85%	Survey via questionnaire

2. Monitoring of Quality Standards

In order to assess the quality of the service provided, with particular regard to the maintenance of expected standards, Compagnia Italiana di Navigazione S.p.A. carries out checks and monitoring actions with customers regarding the efficiency of the services provided. In particular, the surveying and monitoring of customer satisfaction is intended as

- a tool for growth in the quality of the service provided with a view to continuous improvement;
- a tool for rational listening to customer issues.

The quality indicators for each factor are monitored using data collection methods.

The passenger's degree of satisfaction with each quality factor is measured by means of a special questionnaire that is sent to the email address indicated when purchasing a Compagnia Italiana di Navigazione S.p.A. ticket.

Any possible observation and/or suggestion made by passengers will be taken into the utmost consideration by Compagnia Italiana di Navigazione S.p.A..

Compagnia Italiana di Navigazione S.p.A. will also take care of promptly analysing the phenomena related to the complaint, producing periodical statistics on the subject.

3. Confidentiality and data protection

Compagnia Italiana di Navigazione S.p.A. applies the current regulatory provisions on the protection and confidentiality of Customer data (Legislative Decree no. 196 of 30 June 2003 and GDPR Regulation 2016/679) and adopts the appropriate technical and organisational measures provided for by law in this regard.

SECTION III:

1. Route Map

Compagnia Italiana di Navigazione S.p.A. is a leading company in the maritime transport sector in Italy.

The Company connects, with passenger ships, important Italian ports throughout the year.

Below is the route map of Compagnia Italiana di Navigazione S.p.A.:



2. Ports

Below is the list of port ticket offices:

CIVITAVECCHIA

COMPAGNIA ITALIANA DI NAVIGAZIONE
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3. Purchase of travel tickets

The company markets its transport services through multiple sales channels; tickets can be purchased directly by the person concerned, via

- the website www.tirrenia.it;
- the ticket offices located in the ports of embarkation, referred to in the 'ports' section of section three, whose references are also available on the website www.tirrenia.it. They serve the public with timetables derived from nautical activity and are open at least half an hour before the ship's departure time;
- the numerous travel agencies authorised to sell tickets, a list of which can be consulted on the website www.tirrenia.it;
- the call centre on 02 76028132, in accordance with the procedures and costs communicated at the beginning of the call.

4. Luggage transport

The ticket price includes the charge for the carriage of the passenger's hand luggage. Compagnia Italiana di Navigazione S.p.A. considers a 'child' to be a minor between 4 and 12 years of age.

For safety reasons, no luggage or packages in general that are not accompanied by a travelling passenger will be accepted on board. The Company does not provide a custody service.

Packages containing only personal effects ordinarily carried in suitcases, travel bags, boxes, crates and the like are considered and accepted on board as baggage.

The samples of commercial travellers are admitted as baggage, subject to the obligation of those concerned to take care of any customs requirements.

Each passenger may carry his/her own baggage in the cabin or in the assigned seat.

Accompanied baggage which, due to its size, cannot be accommodated in the cabin or in the assigned seat, must be left inside the car.

Valuables, valuables or money, as long as they are not bulky in nature, may be deposited free of charge in the safe at the Purser's Office.

Passengers are responsible for the safekeeping of their luggage throughout the journey and until disembarkation. Baggage may not be placed on seats or seats on board or in any other manner that may cause an obstruction to passengers and/or crew.

The passenger's luggage is not checked in by the Company and there is no luggage deposit on the ships. Therefore, the Company is exonerated from any liability for loss or damage that may be caused to the baggage due to causes not attributable to it. The Company is not liable for theft or damage to items contained in the vehicle.

4.1 Lost and found

In the event of items forgotten or lost on board, the passenger may contact the Purser's Office within the same day and possibly before the ship departs; once you have disembarked, you can fill in the appropriate form on the website of the actual carrier (which, in the case of Tirrenia, is www.tirrenia.it).

In this section, the passenger must specify his or her personal details, the details of the trip (date, line, ship, cabin/chair number) and provide a detailed description of the lost item.

Upon receiving the report, the carrier will immediately conduct all necessary searches, without being liable for any compensation in the event that the items forgotten or lost on board by the passenger are not found. Items found and never delivered will be stored for 6 months.

4.2 Procedure for compensation for damage to transported property

For damaging events that involve embarked vehicles, the Ship's Command shall draw up an adversarial report, issuing the injured party with a copy of this document, signed by the parties, reporting the ascertainment of the damage and any other relevant observations. The compensation for damages that can be claimed by the person entitled is assessed, also and above all, on the basis of the elements acquired during the minutes and, if necessary, liquidated, directly by the Company or through co-obligors, to the extent foreseen by the applicable regulations.

The injured party must, without fail, initiate the claim for damages within and no later than the six-month limitation period foreseen by Article 438 of the current Navigation Code.

In the case of apparent damage, no claim for compensation, loss or other will be admitted if the state of the vehicle has not been recognised in contradiction with the Ship's Command, according to the above procedure.

5. Transport Protected animals and species

They will only be boarded if they have a ticket, rabies vaccination document where required and a valid medical certificate. In compliance with the provisions of the Ministry of Health Order of 27/8/2004 and published in the Official Gazette no. 213 art. 2, please note that dog owners must wear a muzzle and keep dogs on a leash. Cats and other small animals must be placed in cages or baskets by the owner.

Pets are not allowed in the armchair lounge and cabins with the exception of cabins with pet access. They are only allowed on the outside decks of the ship or, where available, in the appropriate shelters subject to availability.

It is forbidden to leave animals in the ship's garage.

Guide dogs intended to assist the visually impaired are exempt from ticket payment if they have the appropriate documentation.

Specimens belonging to protected animal or plant species, in compliance with art. 727-bis of the Penal Code, implementing Community Directives 92/73/EC and 2009/147/EC, as well as Law no. 150 of 7/2/1992 implementing Council Regulation (EC) no. 338/97 of 9.12.1996, may only be transported if in possession of the relevant licence or certificate and under the conditions stipulated therein.

SECTION IV:

1. The Passenger Relationship

Compagnia Italiana di Navigazione S.p.A. is committed to the development of services dedicated to customers through an important fleet renewal and organization overhaul.

Upon purchase of the ticket, the passenger and the Company establish a relationship characterized by mutual rights and duties.

1.1 Passenger Rights and Duties

The company respects the following passenger rights:

- Safety of the journey;
- Continuity of service;
- Transparency and easy availability of information regarding the routes served, dates of service, timetables and fares applied;
- Compliance with scheduled timetables in favourable weather and sea conditions and except in cases beyond the Company's control;
- Easy accessibility of the complaints procedure and the right to receive a prompt response to complaints;
- Ship hygiene and cleanliness;
- Identifiability of personnel in direct contact with the public;
- Compliance with the smoking ban on ships.

The passenger, for his part, is obliged to comply with the following duties:

- Communicate the following data precisely at the time of purchase of the ticket: personal details, telephone number, email address, so that he/she can, in good time, be informed of any delay, suspension or omission of departure of the means of navigation;
- Have a valid travel document and be in possession of a valid individual identity document;
- Occupy only one seat;
- Do not occupy the seats reserved for people with reduced mobility;
- Respect the ban on smoking on ships;
- Not to cause damage of any kind or nature to ships or company premises;
- Do not disturb other travelers with incorrect behavior;
- Do not carry objects considered harmful and dangerous;
- Do not improperly use alarm signals or any emergency device;
- Not to compromise in any way the safety of the trip and the levels of service;
- Comply with the provisions of the General Conditions of Carriage and the Safety Provisions;
- Comply with the laws and regulations governing the carriage of animals.

2. Insurance coverage for passenger accidents

The passenger's journey benefits from insurance coverage for any accidents deriving from the liability of Compagnia Italiana di Navigazione S.p.A. that may affect the person on board, during embarkation and disembarkation operations or within the Company's Offices.

Accidents must be promptly reported to the Ship Command, which, on the basis of what has been ascertained, draws up a report and issues a copy to the passenger, at the same time noting the event in the logbook.

The request for any compensation must be forwarded to the administrative office of the Company located in:

Livorno – Piazzale dei Marmi n. 12 – cap 57123.

The Company will involve the Insurers, through its brokers, in the opening of the claim.

3. Persons with reduced mobility (PMR)

The reception on board of passengers with specific needs is regulated by Legislative Decree no. 52 of 8 March 2005, by the implementing circulars issued by the Ministry of Infrastructure and Transport, by EU Reg. 1177/2010 as well as by the internal procedures of Compagnia Italiana di Navigazione S.p.A.

Passengers with reduced mobility (PRM) are considered to be persons whose mobility is reduced due to any physical disability (sensory or motor, permanent or temporary), intellectual disability or incapacity, or any other cause of disability, pregnant women or persons with reduced mobility due to age, whose condition requires adequate attention and adaptation of the service provided to all passengers to meet specific needs.

The Company accepts the booking of persons with disabilities or reduced mobility who request it under the same conditions as all other passengers and undertakes to provide assistance at no additional charge.

1. Assistance on board naval units:

The PRM will be assisted by the on-board staff:

- in embarkation/disembarkation operations;
- in baggage handling;
- in reaching the assigned place;
- when going to the toilets.

If the PRM is assisted by one of its companions, the latter may request to provide the necessary assistance in port as well as for embarkation and disembarkation.

For blind PRMs, Compagnia Italiana di Navigazione S.p.A. provides free accommodation for the accompanying passenger. Passengers with ongoing clinical cases must be in possession of an appropriate medical certification, issued by a State facility, in original, dated no earlier than 48 hours before departure.

Passengers who are to be transported exclusively on a stretcher must be accompanied by at least one person who is able to provide the required assistance.

Persons with disabilities or persons with reduced mobility notify the Company, at the time of booking or pre-purchasing the ticket, of their specific needs for accommodation, seat, services requested, or the need to carry medical equipment provided that such need or necessity is known at that time.

For any other type of assistance, PRMs must notify the Carrier or the terminal operator at least 48 hours in advance and arrive at an appropriate place at the agreed time, in advance of the published embarkation time.

If the trip is booked through an agency or tour operator, the passenger must ensure that the requests for special assistance required are reported according to the current computerized procedure of Compagnia Italiana di Navigazione S.p.A.

The purchase of the ticket, with the indication provided for one of the "PMR" categories, entitles you to a privileged boarding line for your car and the availability of reserved seats in the public areas on board.

Therefore, the disabled passenger or passenger with reduced mobility by displaying the "PMR" sheet issued together with the ticket on the dashboard of the car, will be able to board preferentially by showing up for boarding at least two hours before the departure time.

If the aforementioned notification is not made, Compagnia Italiana di Navigazione S.p.A. makes every effort to ensure that assistance is provided in such a way that the person with a disability or reduced mobility can board the departing service or get off the incoming service

for which he or she has purchased the ticket. In order to ensure the best service, passengers with reduced mobility and/or who require special assistance, without a vehicle, must arrive for check-in at least one hour before departure. To facilitate the mobility of passengers with disabilities, the ships in the fleet of Compagnia Italiana di Navigazione S.p.A. have parking areas in garages reserved for the cars of passengers in wheelchairs, dedicated lifts, adequately structured cabins with adjoining toilet and reserved areas in the armchair rooms and common areas, as well as a public toilet adequately equipped for PRMs.

All the Company's ships make the environments of public places (restaurants, self-service, cinema halls, etc.) accessible to PRMs.

The "oxygen dependent" passenger is required to obtain the necessary and sufficient equipment for the duration of the entire crossing, as oxygen on board the ships can only be used for emergencies. It is allowed for the "oxygen dependent" passenger to board a single portable regulator (maximum 20 Kg).

As regards, on the other hand, the embarkation of cylinders intended for refilling, the authorization of the Ministry of Infrastructure and Transport - General Command - issued through the local Port Authority is required. The passenger must also present, for boarding, a medical certificate declaring the passenger's fitness for travel by sea in accordance with the procedures already mentioned.

Compagnia Italiana di Navigazione S.p.A.:

- ensures that its staff, who provide direct assistance to disabled and reduced mobility persons, have specific training on assistance and awareness of disability;
- ensures that all new employees receive training on disability and that all staff attend refresher courses on disability at the appropriate time;
- if a person with a disability or reduced mobility is accompanied by an assistance dog, the latter is accommodated together with the person in question, provided that notification is provided to Compagnia Italiana di Navigazione S.p.A., in accordance with the applicable regulations on the transport of assistance animals;
- provides compensation, in the event that wheelchairs, other mobility equipment or parts thereof are lost or damaged during handling in port or transport on board ships, if the harmful event is attributable to the fault or negligence of the carrier or terminal operator. If necessary, Compagnia Italiana di Navigazione S.p.A. makes every effort to quickly provide replacement equipment.

3.1 Pregnant women

For pregnant women with uncomplicated pregnancies who have completed their sixth month of pregnancy, passengers must obtain a medical certificate issued no more than seven days prior to departure certifying their fitness to travel by sea, to be presented to the ship's officer or commissioner upon request or to the ship's crew. In the event of complications during pregnancy, the passenger must have a medical certificate authorising travel regardless of the month of pregnancy. However, the Captain retains the discretion to refuse passage if he considers that the passenger is not fit to travel.

Boarding involves acceptance by the passenger of the risks associated with the absence on board of specialized assistance and facilities suitable for managing any emergencies related to the condition of pregnancy, as well as the specificities of transport by sea with consequent difficulty in accessing external assistance, with consequent indemnity and exemption from any and all liability on the part of Compagnia Italiana di Navigazione S.p.A. and all its staff.

a. Minors

Passengers under the age of 14 must travel accompanied by adult passengers and must be in possession of a valid individual identity document, in accordance with the provisions of EC Regulation no. 2252/2004. They must be supervised at all times by their parents and/or guardians and may not travel on the ship unaccompanied. Under no circumstances shall the

Carrier be liable for damages incurred by minors in violation of the above. Minor passengers between the ages of 14 and 18 may travel alone, provided that they are in possession of a written authorization containing all the information on the ticket, with which the parents or those exercising parental authority assume responsibility for the journey made by the minor by attaching, in addition, the family status and the identity document of the undersigned.

SECTION V:

1. Information Service

To request information on routes, services, fare concessions or for simple communications, the Company provides users with the following contact details:

Centro Assistenza
Tel: 02 76028132
centroprenotazioni@tirrenia.it – www.tirrenia.it

The help centre is available from Monday to Friday from 09:00 to 19:00, excluding public holidays.

2. Variation penalties

ORDINARY TICKETS

Changes to dates, routes, passenger numbers and timetables will be accepted, subject to availability and provided that they are requested at least 2 hours before the scheduled departure time. Changes can be made through the Carrier's official website (www.tirrenia.it) by accessing the reserved area, by contacting the call centre (during opening hours only) or the travel agency upon payment of €15.00 as reimbursement for expenses for each change, in addition to the payment of any differences, only if indicated on the ticket. Any fare differences and changes regarding the number of passengers, accompanying vehicles, vehicle categories and accommodation will be refunded by the issuing agency with the following penalties:

- 10% if made more than 30 days before departure;
- 20% if made more than 10 days before departure;
- no refund less than 9 days before departure.

The number of days indicated does not include the day of the change and the day of departure. Changes are only permitted within the scope of departures published on the carrier's website.

For certain types of bonuses, identified/advertised in advance by the carrier, in the event of a change to a ticket purchased using the bonus, any refund will be made exclusively through the issue of an additional bonus to be used for the purchase of a new ticket.

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SPECIAL RATE TICKETS

A ticket issued with special offers can be changed provided that the change is requested at least 2 hours before the scheduled departure. The change can be made through the Carrier's official website (www.tirrenia.it) by accessing the reserved area, by contacting the call centre (during opening hours only) or the travel agency. Each change incurs a penalty fee of €30.00 per leg, in addition to any fare differences. The above penalties will also apply in the event of a change of passenger name.

If the change results in a difference in favour of the passenger, no refund will be given.

3. Delays

In the event of a delay, Compagnia Italiana di Navigazione S.p.A. shall inform passengers of the scheduled time of departure and arrival as soon as this information is available, but no later than thirty minutes after the scheduled departure or one hour before the scheduled arrival. If Compagnia Italiana di Navigazione S.p.A. expects a trip to be delayed for reasons attributable to it, more than ninety minutes with respect to the scheduled time of departure, it offers passengers free of charge comfort items and drinks in reasonable quantities depending on the waiting times and availability of the ship or port. In the event of a delay (or missed trip) for reasons attributable to the Company, which necessitates a stay of one or more nights or a stay in addition to the one planned, where and when physically possible, passengers shall receive hotel or other accommodation free of charge and transport between the port terminal and the place of accommodation, in addition to meals and comfort items as reported above. In this case, the Company may limit the total cost of the accommodation on land to 80.00 Euros per night, for a maximum of three nights. If the maritime service can no longer be continued, the Company organizes, where and as soon as possible, alternative transport services for passengers. In application of the previous paragraphs, the Company pays particular attention to the needs of people with disabilities and reduced mobility and their companions.

When Compagnia Italiana di Navigazione S.p.A. reasonably expects a maritime service to be delayed by more than ninety minutes with respect to the time of departure, the passenger shall immediately:

- a. receives the offer of alternative transport services on reasonable terms or, if this is not practicable, is informed about alternative services offered by other transport operators;
- b. receives a refund of the ticket price, if he does not accept the alternative transport services referred to in letter a).

The reimbursement referred to in letter b) shall be made in the same manner as those provided for the economic compensation referred to in the following paragraph.

Without prejudice to the provisions of current EU legislation, the financial compensation, which may be due by the Company to the passenger in the event of delay in arrival for reasons attributable to it, is calculated in relation to the price paid and is guaranteed according to the following minimum levels:

- 25% of the ticket price for a delay of at least:
 - a. one hour in a regular service of up to four hours;
 - b. two hours in a regular service of more than four hours but not exceeding eight hours;
 - c. three hours in a regular service of more than eight hours but not more than twenty-four hours.
- If the delay exceeds twice the time indicated in letters a) to c), the financial compensation is equal to 50% of the ticket price.

The financial compensation is made within one month of the submission of the relevant application, by means of vouchers and/or other services, or in cash at the passenger's request. It is not due in the event that the delay is caused by weather conditions that jeopardize the safe operation of the ship or by extraordinary circumstances that hinder the performance of the service. Payment by the Company is made by bank transfer.

4. Total cancellation of the ticket and refunds

REGULAR TICKETS

Tickets issued at the regular fare can be refunded provided that the cancellation is made before the scheduled departure. Cancellations can be made through the Carrier's official website (www.tirrenia.it) by accessing the reserved area, by contacting the call centre (during opening hours only) or by contacting the travel agency. Refunds must be requested from the issuing agency and are always subject to the following penalties (the number of days indicated does not include the day of cancellation):

- 10% up to 30 days before departure;
- 20% from 29 days to 7 days before departure;
- 50% from 6 days to 48 hours before departure. No refund will be given if cancellation occurs less than 48 hours before departure.

By purchasing the insurance policy (see information material on the website www.tirrenia.it) at the same time as the carrier's ticket, if an unforeseen event indicated in the relevant conditions occurs, you can cancel your trip without losing the cost of the penalties. Fees and charges are never refundable.

No refund will be given if:

- the passenger does not show up for departure;
- tickets are not cancelled before departure.

The right to a refund expires if it is not requested by 31 January following the year of the originally scheduled departure. For certain types of bonuses, identified/advertised in advance by the carrier, in the event of cancellation of a ticket purchased using the bonus, any refund will be made exclusively through the issue of an additional bonus to be used for the purchase of a new ticket.

SPECIAL RATE TICKETS

A ticket purchased at a special or promotional rate is never refundable, even partially, for any line/route. This policy automatically extends to all passengers added during the same booking process.

5. Complaints and suggestions

If the passenger detects a deficiency or irregularity in the service provided by Compagnia Italiana di Navigazione S.p.A., he or she may send any complaints and/or reports, in writing in the "Complaints and Suggestions" book available on all ships to the Ship Command Office or to the Company by filling in the appropriate form on the website www.tirrenia.it selecting the appropriate item "complaints". The passenger must specify the personal details, the details of the trip (date, line, ship, cabin/seat number) and provide a detailed description of the disservice or failure to comply with the standards established in the Mobility Charter.

The passenger may also report malfunctions or inefficiencies of the service by letter to be sent to the address of the Company's administrative headquarters:

Compagnia Italiana di Navigazione S.p.A.
Piazzale dei Marmi n. 12 -
CAP 57123 Livorno

The passenger must submit the claim within two months from the date on which the carriage service was provided or should have been provided. Within one month of receipt of the complaint, the Company notifies the passenger that the complaint has been upheld, rejected or is still under investigation.

The final response of Compagnia Italiana di Navigazione S.p.A. is provided within two months of receipt of the complaint.

Transport Regulation Authority (ART)

The Transport Regulation Authority was established pursuant to art. 37 of Decree Law No. 201 of 6 December 2011 (converted into law, with amendments, by Law No. 214 of 22 December 2011).

Its responsibilities include the supervision of the correct application of the provisions of Regulation (EU) No. 1177/2010 (amending EC Reg. No. 2006/2004) relating to passenger rights in transport carried out by sea and inland waterways. To this end, pursuant to Legislative Decree no. 129/2015, the Authority may proceed, ex officio or following a complaint submitted by passengers, including through associations representing their interests, to ascertain any non-compliance by the carrier. Customers can submit a complaint to ART only after sending a complaint to Compagnia Italiana di Navigazione S.p.A. and after 60 days from the sending, by sending the following via the appropriate "Complaint Form" – available on the Authority's website (www.autorita-trasporti.it → Passenger Rights – Transport by sea and inland waterways) – to the address Via Nizza n.230, 10126 Turin or by certified e-mail: pec@pec.autorita-trasporti.it or by simple e-mail to the address: art@autorita-trasporti.it.

Tirrenia Compagnia Italiana di Navigazione

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centroprenotazioni@tirrenia.it

Call Center 02 76028132

www.tirrenia.it