

Concession contract for the public maritime transport service of passengers, vehicles and goods between Termoli – Tremiti Islands and vice versa – final balance of the indicators defined pursuant to ART Resolution no. 96/2018.

1. Chapter I – Regularity and punctuality of the service 1.1. Measure 5:

- *%R_n - Regularity of vessels: 100%;*
- *%P - Punctuality of the ships: 100%.*

2. Chapter II – User information and transparency

2.1. Measure 6:

- *INFO_AN – User information (before travelling): 1.*

2.2. Measure 7:

- *INFO_DU – User information (during the journey): 1.*

In relation to the calculation of the indicators referred to in Measures 6 and 7, it is represented that the Company:

1. in the preceding phase, the journey guarantees the publication and dissemination of information, distinguished by communication channel and type (static and dynamic), listed in Table 2 of Measure 6;
2. during the journey, it guarantees the publication and dissemination of the information, distinguished by type (static and dynamic) listed in Tables 3 and 4 of Measure 7.

3. Chapter III – Commercial accessibility

3.1. Measure 9:

- *%ACV – adequate provision of sales channels, on the ground and electronically, throughout the network: 100%;*
- *%BTEL – availability/operation of electronic ticketing systems: 100%.*

4. Chapter IV – Cleanliness and comfort of vehicles

4.1. Size 10:

- *PULN_EX – execution of scheduled cleaning cycles on ships: 100%.*
- *PULN_VR – Proper cleaning work: 100%.*

- *%CLI_FN – Equipped with working air conditioning (air conditioning and heating) systems: 100%.*
- *%WC_AFN – accessibility and operation of toilets: 100%.*

5. Chapter V – Accessibility of means and infrastructure to the public

5.1. Size 11:

- *P_ACC – Presence of the Operational Plan for accessibility*

With reference to the adoption of the Operational Plan for accessibility, it should be noted that the Company is convening a working group with the parties involved for the purpose of monitoring and verifying its adoption.

- *%SPMR – Availability of PMR services: 100%.*
- *%APMR – Ports with PRM assistance services: 100%.*

6. Chapter VI – Environmental aspects

6.1. Size 12:

- *CERT_AMB – Fleet environmental certifications.*

The following environmental certifications are associated with the HSC SANTA LUCIA used for the service referred to in the contract:

- *Document of Compliance* (according to the International Convention – International Certificate for the Prevention of Sewage Pollution);
- *Document of Compliance* (according to the International Convention – International Certificate for the Prevention of Air Pollution);
- *Document of Compliance* (according to the International Convention – International Energy Efficiency Certificate);
- *Statement of Compliance* (in accordance with the provisions of MARPOL Regulation 6 of Annex I of the Convention – International Certificate for the Prevention of Pollution by Mineral Oil).