

**INTERVENTION PLAN UNDER MEASURE 5 (5) OF ANNEX A
TO RESOLUTION NO. 96/2018 OF 4 OCTOBER 2018**

Premise

This Intervention Plan (hereinafter, the "**Plan**"), drawn up in accordance with Measure 5, paragraph 5 of Annex A to ART Resolution no. 96/2018 of 4 October 2018 (hereinafter, "**Resolution no. 96/2018**"), regulates the cases of disruption in the event of non-operation of the ship used for the execution of the Concession Contract for the public maritime passenger transport service, vehicles and goods between Termoli and the Tremiti Islands and vice versa - C.I.G. 8634236CF0 - C.U.P. D39C21000320001 (hereinafter, "**Service Contract**").

In particular, the Plan defines the initiatives that Società Navigazione Libera del Golfo S.r.L. (hereinafter, the "**Shipping Company**") will undertake to ensure that users reach the port of final destination of the journey through an adequate replacement service.

To this end, the following are identified:

- 1) the hypotheses of disservice;
- 2) the procedures and methods of organisation and access to the substitute service;
- 3) the methods for managing information and communications to users and the Contracting Entity;
- 4) the conditions of assistance to passengers both on board the ship and on land.

In any case, the application of the rules set out in Regulation No. 1177/2010 of the European Parliament and of the Council concerning the rights of passengers when travelling by sea and inland waterway and amending Regulation (EC) No. 2006/2004 (hereinafter, "**Regulation No. 1177/2010**") remains unaffected.

1. Hypothesis of disservice

Pursuant to Annex B of the Service Contract, in the event of a breakdown, the Shipping Company guarantees the intervention of a replacement vessel within 48 hours of the occurrence of the event.

On the basis of the above, for the purposes of this Plan, the following are to be considered as cases of disservice:

- A. the non-functioning of the vessel that involves the suppression of the service but is such as to allow the complete restoration of the functionality of the ship within 48 hours of the occurrence of the event;
- B. the non-functioning of the vessel that involves the suppression of the service and is such as not to allow the complete restoration of the functionality of the ship within 48 hours of the occurrence of the event.

2. Procedures and methods of organisation and access to the substitute service

In the event of a disruption referred to in pt. 1 lit. A, the Shipping Company:

- promptly activates the procedures referred to in pt. 3, informing the competent offices;
- initiates the restoration of the ship's functionality, possibly involving external technical personnel;
- monitors the intervention times to verify whether, in view of the failure, the circumstance does not fall within the hypotheses referred to in the pt. 1 lit. B.

In the event of a disruption referred to in pt. 1 letter B, the Shipping Company:

- promptly activates the procedures referred to in pt. 3, informing the competent offices;
- initiates the restoration of the ship's functionality, possibly involving external technical personnel;
- guarantees the availability of a replacement ship within 48 hours of the occurrence of the damage;
- monitors intervention times to schedule the date of return to operation of the ship dedicated to the service.

If it reasonably foresees the occurrence of one of the hypotheses of disservice referred to in pt. 1, the Shipping Company, in compliance with art. 18, Regulation no.

1177/2010, immediately offers passengers the choice between:

- alternative carriage to the final destination on similar terms, as set out in the contract of carriage, as soon as practicable and at no extra charge;
- reimbursement of the ticket price and, where appropriate, free return to the first point of departure, as indicated in the contract of carriage, as soon as possible.

Similarly, if a passenger service is cancelled upon the occurrence of one of the cases of disruption referred to in pt. 1, the Shipping Company immediately offers the passenger the choice between alternative transport and reimbursement of the ticket price.

Without prejudice to the above, the Shipping Company guarantees the provision of an adequate replacement service to be provided:

- by re-routing on another service, possibly operated by another shipping company, or - in the event of disservice referred to in pt. 1 letter B - through the activation of a reserve ship;
- with a number of means proportionate to the number of passengers on the cancelled ship;
- in conditions of comfort as equivalent as possible to those guaranteed by the cancelled service;
- with coverage of all the stops provided for by the cancelled service;
- with the organization of ground services that guarantees the accommodation of passengers, in appropriate relation to the duration of the wait and in compliance with the requirements dictated by art. 17 of Regulation no. 1177/2010, as better specified in point 4.

In accordance with the provisions of the Service Contract, in the event of a disruption referred to in pt. 1 letter B, the intervention of the replacement ship takes place within 48 hours of the occurrence of the event.

3. Methods of managing information and communications to users and the Contracting Entity

In the event of one of the hypotheses of disservice referred to in pt. 1, the Shipping Company guarantees users on board ships and on land at the ports of embarkation, in static and dynamic form, the dissemination of timely, exhaustive and updated information as defined by Measures 6 and 7 of Annex A to Resolution no. 96/2018.

In particular, the Shipping Company shall:

1. activate the cancellation notice procedure referred to in Regulation no. 1177/2010.

To this end, depending on the moment in which the Shipping Company is aware of the non-operation, it shall proceed as follows:

- if the disruption occurs before the opening time of check-in, the Shipping Company will send all passengers a telephone or e-mail communication, according to the language of the passenger's nationality;
 - if the disruption occurs after the opening time of check-in, the Shipping Company informs passengers at the terminal by means of communications in Italian and English (by intercom and/or by posting posters);
 - if the disruption occurs after boarding, the Shipping Company informs passengers directly on board by means of communications in Italian and English.
2. update, as soon as it changes, the dynamic information (such as, by way of example, the times of arrivals and departures as well as the arrival and departure pier) by:
- posting, at the terminals, of special posters bearing specific indications about the cancellation/suppression of the service, including the reasons for the disservice;
 - updating in real time the web page of the Shipping Company (www.nlg.it) through information made available, as well as accessible to PRMs, in Italian and English.

In the event of a disruption referred to in pt. 1 letter B, the Shipping Company informs passengers of any changes in the service caused by the use of a different vessel (i.e. on-board accommodation/services), and adopts any appropriate consequent initiative.

In any case, the Shipping Company shall inform the Ministry of the cancellation of the service within the first working day following the day on which the event occurred.

If the reserve ship is activated in the event of a disruption referred to in pt. 1 letter B, the communication contains the identification details of the reserve ship as well as the time period within which, presumably, it will be used.

Within 48 hours of the occurrence of one of the hypotheses of disservice referred to in pt. 1, the Shipping Company shall also inform the Contracting Authority by sending a specific communication containing a report of the actions taken for the purpose of fulfilling its obligations.

4. Conditions of assistance to passengers both on board the ship and on land

If it reasonably foresees that the departure of a passenger service will be cancelled, the Shipping Company, in compliance with the provisions of art. 17, Reg. 1177/2010, offers free of charge to passengers departing from port terminals snacks, meals or drinks in proportion to the duration of the wait, provided that they are available or can reasonably be provided.