

**OPERATIONAL PLAN FOR
ACCESSIBILITY**

**drawn up pursuant to Measure 11 of Annex A to Resolution no.
96/2018 of the Transport Regulation Authority**

**CONCESSION CONTRACT FOR THE PUBLIC MARITIME TRANSPORT
SERVICE OF
PASSENGERS, VEHICLES & GOODS BETWEEN NAPLES, CAGLIARI, PALERMO AND
VICE VERSA**

(CIG 8634236CF0 CUP D39C21000320001)

1. Introduction

This Operational Plan for Accessibility ("**Plan**") is adopted pursuant to Measure 11 of Annex A to Resolution no. 96/2018 of the Transport Regulation Authority ("**ART**"), with the involvement of the Ministry of Sustainable Infrastructure and Mobility – Directorate General for the Supervision of Port System Authorities, Maritime and Inland Waterway Transport ("**Contracting Authority**"), the competent Port System Authorities ("**AdSP**") and Maritime Authorities ("**AM**"), the Terminal Operators ("**TOs**"), as well as the representatives of consumers and passenger associations and PMRs (jointly, "**Parties involved**"), in relation to the Concession Contract for the public maritime transport service of passengers, vehicles and goods between Termoli and the Tremiti Islands and vice versa ("**Contract**") and for a duration equal to the same contract.

The main objective of the Plan is to increase the accessibility of the maritime transport service, in all its phases, with particular regard to people whose mobility is reduced, in the use of transport, due to any physical disability (sensory or locomotor, permanent or temporary), disability or mental impairment, or any other cause of disability, or for reasons of age, and whose condition requires adequate attention and adaptation of the service provided to all passengers to meet the specific needs of said person ("**person with reduced mobility**" or "**PMR**", within the meaning of EU Regulation No. 1177/2010).

To this end, the Plan identifies joint actions that Società Navigazione Libera del Golfo S.r.L. ("**Company**") and the other Parties involved, each within their respective areas of competence, undertake to **improve the accessibility of the maritime transport service** and facilitate activities relating to the removal of architectural and sensory barriers present in the ports of Termoli, San Domino and San Nicola. These actions are coordinated on the basis of synchronous intervention priorities and in accordance with any programmes for the removal of the aforementioned barriers.

The Plan takes into account the regulatory framework of reference, with specific reference to EU Regulation no. 1177/2010 on the rights of passengers travelling by sea and inland waterway (in particular, Chapter II of the Regulation, on "*Rights of persons with disabilities and persons with reduced mobility*").

In addition, the Plan is drawn up in accordance with the obligations towards PMRs deriving from the Contract (art. 7 - "*Quality Policy – Service Charter – Obligations in the event of inefficiencies – Obligations towards PMRs*") and the respective annexes (Annex H – "*Service Charter*"; Coach. I – "*Assistance to persons with reduced mobility and training*").

2. Programs for the reduction of architectural and sensory barriers of the ports involved

With reference to information relating to any programmes to reduce architectural and sensory barriers in the ports of interest, available to the competent Port System Authorities and Terminal Operators, please refer to the relevant institutional websites of the aforementioned Authorities for appropriate consultation:

- Port System Authority of the Southern Adriatic Sea
<https://www.adspmam.it/>.

3. Reception and assistance activities for PRMs

The Company guarantees PRMs total integration with all passenger services as well as the possibility of carrying out boarding and disembarking operations easily, safely and possibly autonomously.

In this regard, in accordance with the provisions of Annexes II and III of EU Regulation no. 1177/2010, the Company, through its on-board staff and terminal operators, implements all the activities necessary to guarantee PRMs the necessary assistance and reception both on land, in the Ports covered by the Contract, and on board the ships during the entire crossing.

It is recalled that the PRM is responsible for informing the Company of the type of assistance required, and this in particular in order to:

- report in writing (by email to customer-care@nlg.it or by phone at +39 0875 704859), at the time of purchase of the ticket or at least forty-eight hours before assistance is required, their specific needs for accommodation, seat, services required or the need to transport medical devices or mobility equipment (including electric wheelchairs);
- as well as inform the Company or the terminal operator, at least forty-eight hours in advance, for any other type of assistance.

In any case, passengers have the right to declare themselves as PRMs, once on board; to this end, notices and forms to be filled in to request assistance are available at the Termoli ticket office.

Blind passengers will be able to travel accompanied by their guide dog, according to the provisions of national legislation (Law no. 376 of 25 August 1988), international and EU legislation (Article 11, par. 5 of EU Regulation no. 1177/2010) at no additional cost. The guide dog can travel with the passenger. The presence of the guide dog must be reported at the time of boarding.

3.1 Assistance in Ports – Embarkation and Disembarkation Procedures

In the event of departure, transit or arrival of a PRM in a Port covered by the Contract, the Company provides free assistance to board the departing service or disembark from

the incoming service for which it has purchased the ticket. To this end, the Company guarantees full accessibility of the ticket offices, reception rooms and toilets.

Once arrived at the Port, the PMR can announce its arrival and ask for assistance by going to the departure airport ticket office two hours before boarding if equipped with a vehicle or one hour before if without a vehicle. The ground ticket office will check *in* without the PRM having to leave the vehicle.

Once at the boarding area, the PMR receives assistance from an employee, who indicates where to park the car on the garage deck to reach the stairlift/platform more comfortably and, if necessary, also provides the on-board wheelchair.

3.2 On-board assistance

On-board assistance is guaranteed by the on-board staff in charge of PRM assistance.

Upon arrival on board, PRM vehicles are directed as a priority to reserved on-board parking areas, suitable for guaranteeing them full mobility and easy access to the stairlift/platform, and/or other passenger areas.

Also in order to facilitate the mobility of PRMs, the Company's ship has:

- (i) specially dedicated and equipped toilets in the common areas;
- (ii) seats reserved for PRMs, located inside the armchair rooms and the bar, highlighted by identification plates and equipped with equipment for attaching wheelchairs.

The ports of disembarkation are also informed in advance of the presence of a PMR; In any case, before arriving at the destination, the staff transmits any ground transport needs to the agent.

4. Presence in the ports of places for the shelter of bicycles, presence of bike sharing stations near the ports, presence of dedicated stations in the port, methods for recharging electric bicycles, for *mobility scooters* or electric wheelchairs

With reference to the information relating to the presence in the ports of places for the shelter of bicycles, *bike sharing* stations, dedicated stations, and the methods for

recharging electric bicycles, mobility *scooters* or electric wheelchairs, in the availability of the competent Port System Authorities and Terminal Operators, please refer to the relevant institutional websites of the aforementioned Authorities for appropriate consultation:

- **Port System Authority of the Southern Adriatic Sea**
<https://www.adspmam.it/>.

5. Operational instructions for the preparation of printed and voice information on the ground and on board pursuant to Measures 6 and 7

The Company takes care of the processes for the preparation and maintenance of printed and vocal information on a daily basis, on land and on board, pursuant to Measures 6 and 7 of Annex A to Resolution no. 96/2018 of ART.

In particular, in the pre-travel phase, the Company guarantees PRMs the accessibility of the information referred to in Measure 6, with particular regard to:

- Availability on board of seats dedicated to PRM;
- Conditions of access for PRM transport; procedures for requesting assistance on board and at the port and the time required to book services dedicated to PRM; map with indication of the meeting point where PRMs can announce their arrival and ask for assistance;
- Procedures for claiming compensation for any mobility equipment or other specific equipment as provided for by Regulation No. 1177/2010; and
- Information relating to the accessibility of ports that is kept up to date by the Company as communicated by the port infrastructure manager.

This information is published and disseminated through the communication channels indicated from time to time by the aforementioned Measure 6. Within the aforementioned summary, the procedures for sending complaints are also clarified.

Once on board, and throughout the navigation, the PRMs are guaranteed various information, of a static and dynamic nature, mainly concerning the journey. The non-voice information on board is mainly rendered by posting posters or distributing flyers

and is positioned in such a way as to ensure maximum legibility by choice of font and colors. On-board voice information is conveyed by attentive, well-trained, clear and patient staff. The sound announcement broadcasting system is suitable for reaching specific places on the ship (common areas, etc.) based on the type of message to be communicated.

The information guaranteed to PRMs includes:

- Availability on board of seats dedicated to PRM;
- How to request assistance on board and at the port and the time required to book services dedicated to PRM, as well as a map with indication of the meeting point where PRMs can announce their arrival and ask for assistance;
- Procedures for claiming compensation for any mobility equipment or other specific equipment, as provided for by EU Regulation no. 1177/2010.

6. Damaged or lost mobility equipment and possible replacement

In accordance with the provisions of the Contract (art. 7), in the event that wheelchairs, other mobility equipment or parts thereof are lost or damaged during handling in the port or transport on board ships, the PRM to which they belong is compensated by the Company, which, if necessary, does everything possible to provide replacement equipment quickly.

7. Staff training process

The Company, also in accordance with the provisions of the Contract (art. 7), has set up a process aimed at providing staff with training focused on assistance and awareness of disability as well as ensuring that its staff has the appropriate knowledge to meet the needs of PRMs.

To this end, the Shipping Company:

- (i) ensures that its staff has the knowledge to meet the needs of disabled and reduced mobility people, providing training focused on assistance and awareness of disability, as described in the Contract;

(ii) ensures that all new employees receive disability training and that all staff periodically follow refresher courses on the subject.

8. Objectives of monitoring and verification of the Plan

In order to ensure an adequate and homogeneous dissemination of high levels of accessibility, the Company convenes at least annually a table for the monitoring and verification of the provisions of this Plan, involving all the Parties involved, referred to in Annex A to ART Resolution no. 96/2018.