

Results of Customer Satisfaction surveys

Period: January – June 2023; July – December 2023

Throughout the period, our satisfaction questionnaires were submitted to the passengers transported and information was collected anonymously, useful for better understanding the perception of the service provided. Every qualitative aspect has been considered; this has allowed us to develop the indicators that we have included in the Service Charter with reference to every aspect of the activity. The data are expressed as a percentage on a scale from 1 to 5

PERIOD: JANUARY - JUNE 2023

SHIP: SANTA LUCIA

EVALUATION	1	2	3	4	5
Overall safety rating	1%	2%	5%	29%	63%
Perception of the level of personal and asset security	1%	0%	5%	32%	62%
Regularity of service and punctuality	1%	0%	7%	34%	58%
Cleanliness and hygiene of the ship's common areas	0%	1%	10%	37%	52%
Perception of travel comfort	0%	1%	10%	30%	59%
Quality of Additional On-Board Services (BAR)	0%	3%	13%	26%	58%
Assistance and boarding procedures for people with reduced mobility	1%	1%	4%	34%	60%
Accessibility on board and usability of dedicated services for people with reduced mobility	1%	0%	3%	34%	62%
Customer information in the pre-travel phase and during the trip	1%	1%	6%	25%	67%
Recognisability and courtesy of the staff in charge of welcoming on board and at the quay	0%	1%	3%	26%	70%
Accessibility of sales channels (website, ticket offices, call centres, travel agencies)	1%	2%	9%	25%	63%
Boarding procedures and operations (port signs)	0%	2%	8%	32%	58%
Modal integration level (transport services/connections)	0%	3%	13%	25%	59%
Landing procedure and operations	0%	1%	11%	31%	57%
Overall perception of modal integration	1%	2%	16%	23%	58%
Perception of the level of attention to the environment	1%	2%	7%	37%	53%

PERIOD: JULY - DECEMBER 2022

SHIP: SANTA LUCIA

EVALUATION	1	2	3	4	5
Overall safety rating	1%	2%	5%	29%	63%
Perception of the level of personal and asset security	1%	0%	5%	30%	64%
Regularity of service and punctuality	1%	0%	7%	30%	63%
Cleanliness and hygiene of the ship's common areas	0%	1%	10%	40%	55%
Perception of travel comfort	0%	1%	10%	30%	59%
Quality of Additional On-Board Services (BAR)	0%	3%	13%	26%	58%
Assistance and boarding procedures for people with reduced mobility	1%	1%	4%	34%	60%
Accessibility on board and usability of dedicated services for people with reduced mobility	1%	0%	3%	34%	62%
Customer information in the pre-travel phase and during the trip	1%	1%	6%	25%	67%
Recognisability and courtesy of the staff in charge of welcoming on board and at the quay	0%	1%	3%	22%	74%
Accessibility of sales channels (website, ticket offices, call centres, travel agencies)	1%	2%	9%	25%	63%
Boarding procedures and operations (port signs)	0%	2%	8%	30%	60%

Modal integration level (transport services/connections)	0%	3%	13%	25%	59%
Landing procedure and operations	0%	1%	11%	31%	57%
Overall perception of modal integration	1%	2%	16%	20%	61%
Perception of the level of attention to the environment	1%	2%	7%	37%	53%