

Spezia & Carrara Cruise Terminal Srl, by virtue of the concession received from the Eastern Ligurian Sea Port System Authority, is the exclusive owner of the services of general interest relating to the management of the Maritime Station - Cruise Terminal, as well as embarking, disembarking, transit and assistance of passengers in the port of La Spezia.

The Management of Spezia & Carrara Cruise Terminal, according to the guidelines and to indications received from its shareholders "ROYAL CARIBBEAN CRUISES LTD", "MSC CRUISES SA" and "COSTA CROCIERE SPA", promotes the culture of Quality, Health, Safety and of the Environment in the company, as it believes that awareness of everyone's needs and expectations is necessary.

With this declaration, the Management of Spezia & Carrara Cruise Terminal intends to define and pursue the following objectives and commitments of managerial excellence at the service of the cruise industry and more generally of its stakeholders, through:

- the provision of services compliant with Customer requirements and the management of processes in compliance with the reference standards (UNI EN ISO 9001, UNI EN ISO 14001), with a view to continuous improvement of the effectiveness of the Integrated Management System;
- rigorous compliance with the laws and regulations necessary for the provision of the services including those relating to Security, Safety and Environmental Protection, as well as the constraints provided in the active concessions and any other requirements signed by the company;
- the prevention and minimization of all forms of pollution and its environmental impacts through the adoption of specific company practices and procedures as well as supplier selection policies, customer awareness and promotion of environmental improvement actions with the Authorities;
- The systematic satisfaction of customer needs, trying to exceed their expectations with particular reference to:
 - optimization of passenger disembarkation and embarkation services in order to minimize waiting time
 - guarantee their safety and security in all phases of disembarkation, transit and embarking of passengers
- the promotion in the company of appropriate training/information programs for staff to increase the culture of quality and the environmental protection;
- Clear, timely and transparent communication to all stakeholders;
- the promotion of corporate policies aimed at the full respect and the promotion of gender equality.

As part of its role at the service of the territory, the Management is also committed to:

- ensure actions to promote the territory and its peculiarities;
- provide its own infrastructure for events / conferences / initiatives of relevance to the community interests.

The Management will take care of the adoption of appropriate periodic checks on the effective application of the above principles, as well as their possible updating to ensure adequacy and continued suitability over time, ensuring constant information to the interested parties.

La Spezia, 31 07 2023.