

Catania Cruise Terminal S.r.l. is the company that has been managing the Catania cruise terminal since 2011, offering transit, inter-port and homeport services. Catania Cruise Terminal S.r.l. is situated in the heart of the Mediterranean, at the crossroads of the main cruise routes.

Since November 2016, Catania Cruise Terminal S.r.l. has been part of the Global Ports Holding family, the world's leading independent cruise terminal operator.

The company's aim is to make the port of Catania a key destination for cruise lines and to increase the number of passengers embarking, with a view to establishing it as a homeport.

To this end, Catania Cruise Terminal S.r.l. carries out ongoing promotional activities for the port, the terminal, the city of Catania and the whole of south-eastern Sicily, through direct and targeted initiatives aimed at all cruise lines and participation in the sector's most important international trade fairs.

An ideal cruise destination in every season, Catania enjoys a mild climate, with fewer than 46 days of rain a year and warm weather from October to March.

Throughout the year, it offers numerous excursions and activities just a short drive from the mooring. There is significant potential for pre- and post-cruise packages, thanks to the large number of hotels and the proximity to the city centre and the main air, rail and road transport networks. Fontanarossa International Airport, also known as Vincenzo Bellini Airport (which handled over 12 million passengers in 2024), is just 5.3 km away.

The technical and nautical characteristics of the port, which can safely accommodate even the largest, latest-generation ships, its extensive infrastructure and the wide variety of shore excursions available in eastern Sicily provide the ideal conditions for the development of the local cruise industry. Thanks to the promotional activities carried out by Catania Cruise Terminal S.r.l. and its corporate policy aimed at constantly improving the quality of services, an increasing number of cruise lines have decided to include the port of Catania among their destinations. When undertaking its commitments, defining its strategies and planning its business activities, Catania Cruise Terminal S.r.l. assesses and analyses information provided by customers and any other interested parties, taking into account their needs and expectations – that is, internal and external factors that have, or may have, an influence on the management system and the achievement of the company's objectives. With this in mind, it has carried out a context analysis to assess the strengths and weaknesses – that is, the internal factors – and the opportunities and threats – understood as external factors – of its key processes.

Catania Cruise Terminal S.r.l. constantly identifies, verifies and reviews which internal and external issues may affect its actual ability to consistently provide services that meet customer requirements and/or legal and regulatory requirements, or the expected outcomes of the Integrated Management System.

Consequently, senior management is attentive to identifying positive and/or negative factors that may hinder or enhance the company's business. To facilitate the identification of internal and external factors, each process has been mapped out, identifying its respective strengths and critical points. Business opportunities, objectives and corporate strategies to be pursued are addressed and discussed during the annual management review, and, in this context, factors promoting and hindering business growth are analysed.

When undertaking its commitments, defining its strategies and planning the relevant business activities, Catania Cruise Terminal S.r.l. assesses and analyses information received from customers and any other interested parties, in accordance with their needs and expectations; that is, internal and external factors that have, or may have, an influence on the integrated system and on the achievement of the company's objectives.

In order to meet customer requirements and respond effectively to changing environmental conditions, Catania Cruise Terminal S.r.l. has decided to implement a Quality and Environmental Management System in accordance with the international standards UNI EN ISO 9001 and UNI EN ISO 14001.

Environmental Policy

The *environmental policy* is to make every effort, in organisational, operational and technological terms, to prevent any form of pollution and to monitor and track materials with the greatest environmental impact (water, timber, paper, plastic, metal and chemicals) from the procurement of raw materials through to disposal, aiming as far as possible to reuse or recycle these materials, reduce waste and increasingly utilise recycled materials sourced from renewable, controlled or low-environmental-impact sources. Furthermore, the policy is designed to assess environmental impact in order to ensure the proper management and delivery of services, with particular attention to waste management.

Consequently, the environmental policy aims to comply with current legislation and voluntarily adopted environmental standards. Catania Cruise Terminal S.r.l. is committed to integrating the principles of environmental protection, responsible use of resources and prevention of environmental damage into all business processes, through:

- the implementation of more effective methodological approaches to reducing environmental impacts and managing waste;
- the promotion and development of principles and criteria for environmental sustainability in procurement, encouraging suppliers to improve their environmental performance;
- the development of research and innovation activities involving the testing of advanced technological solutions, the use of environmentally friendly materials and the implementation of circular economy models from a life-cycle perspective;
- the definition and application of best practices and guidelines for the protection of the land, water resources and biodiversity;
- training and raising awareness amongst its employees on environmental issues, with the aim of promoting the principles of environmental sustainability at all organisational levels;
- the periodic assessment of environmental indicators in order to measure the trend in its performance with a view to continuous improvement.

Quality and Environment Policy

The international standard UNI EN ISO 9001, integrated with UNI EN ISO 14001, requires the implementation of mandatory requirements for the proper operation of the system.

The company's policy is aimed at identifying potential improvements to the service by gathering information from sources such as complaints, satisfaction surveys and internal audits; should any non-conformities be identified, targeted actions will be taken to rectify the reported deficiency.

Catania Cruise Terminal S.r.l. has identified the external and internal factors relevant to its objectives and strategic direction, which influence its ability to achieve the expected results for its system.

Consequently, the Integrated System is based on an identification of the organisational context and on a risk-based thinking approach, which enables the organisation to determine the factors that could cause processes to deviate

from customer requirements and, consequently, to implement preventive controls to minimise negative effects and make the most of the opportunities offered by the target market (see Organisational Context – Risk Analysis).

The risk assessment and context analysis are updated at least annually (see management review) and/or whenever there is a change in the factors analysed. This analysis leads to the subsequent assessment of risks and opportunities and to the resulting improvement plan.

With regard to external activities, the organisation undertakes to:

OBJECTIVE	INDICATOR	MONITORING FREQUENCY
Providing an efficient service	- Customer complaints - Internal non-conformities - Supplier complaints	Half-yearly
Monitoring customer satisfaction to improve perceived quality	Customer satisfaction analysis	Half-yearly
Adherence to deadlines	- Customer complaints - Internal non-conformities - Supplier complaints	Half-yearly
Stakeholder expectations	- Context analysis - Risk assessment	Annual

With regard to internal company activities, the company is committed to:

OBJECTIVE	INDICATOR	MONITORING FREQUENCY
To foster competence, awareness and staff participation, whilst keeping up to date	- In-house/external training - Internal audits	Half-yearly
Monitoring service delivery	- Customer complaints - Internal non-conformities - Supplier complaints - Meeting Minutes - Training reports	Half-yearly
To assess suppliers in order to ensure the quality of the products purchased and used to meet customer requirements	Assessment/qualification	Annual
Manage equipment maintenance systematically to avoid production issues and service downtime	Equipment maintenance	Half-yearly – Annual and/or depending on the type of equipment
Operate in compliance with current legislation governing the provision of services, including environmental legislation	- Reports from the relevant authorities - Client reports - Internal non-conformities	Half-yearly

- **SATISFYING STAKEHOLDERS:** in particular our customers and partners. Management is aware that the achievement of certain results is partly determined by the ability to meet customer needs effectively;
- **ENGAGING AND SATISFYING ALL STAFF:** facilitating a process of participation and collaboration amongst staff by assigning appropriate responsibilities, particularly with regard to employees and contractors. This is the fundamental principle underpinning quality, namely the engagement, participation and satisfaction of all company staff. The promotion and development of professional skills foster integration and collaboration between internal organisational units. The organisation is committed to instilling the principles of quality among its staff, including through continuous training, making it clear that each member of staff carries out important tasks and activities and that, for this reason, work must be carried out in accordance with current regulatory requirements, taking customer requests into account wherever possible. The organisation has enhanced its know-how by promoting the dissemination of best practice and striving to optimise it, so that working methods and experience become part of the organisation's shared heritage.
- **COMPLIANCE WITH APPLICABLE REGULATIONS:** to carry out all assessments on the basis of objective evidence and in compliance with current rules and regulations. For sound business management, it is essential that

all those involved regard full compliance with all legislative provisions relating to the work carried out as a fundamental requirement. In particular, management is committed to providing a service that complies with the requirements of the standard and any other criteria prescribed by law;

- **CLIMATE CHANGE:** carry out appropriate assessments of the impact of climate change on the organisation, implementing strategies to reduce pollution levels and minimise the waste of natural resources;
- **CONTINUOUS IMPROVEMENT OF THE SYSTEM:** Everyone actively contributes to improving quality and environmental performance by collaborating with the company management to define management procedures and by committing to identifying and promptly rectifying any non-conformities with the guidelines set out in the system documentation, with a view to continuously improving the effectiveness of the activities carried out. Therefore, in order to achieve, maintain and improve the business, management is committed to providing the resources necessary to ensure the quality of the service delivered to the customer, including by keeping equipment and suppliers under control;
- **MONITORING THROUGH INTERNAL AUDITS:** as part of the management review, the organisation plans annually the timing and methods for carrying out internal audits in order to periodically assess compliance with the system;
- **ENSURING COMMUNICATION OF THE INTEGRATED POLICY:** the organisation has established appropriate internal communication processes and has therefore disseminated this document to all levels of the organisation through meetings, the website, email and shared programmes.

Conversely, for external communication processes, the organisation has established advertising, below-the-line marketing (targeted at a specific user group) and the website.

The organisation defines measurable parameters for each business process in relation to threshold values and pre-set targets. In this way, staff are able to identify the objectives.

The Catania Cruise Port organisation will empower all levels of its structure on matters of Quality and the Environment, boosting the motivation and participation of all staff in carrying out their duties and thereby creating a healthy and suitable environment for trust, commitment, safety, transparency, growth and reliability.

Date: **19 May 2025**

Catania Cruise Port S.r.l.
Approved by the General Manager (GM)