

Cagliari Cruise Port is a port where the sea embraces a history stretching back thousands of years, with roots in the ancient Nuragic civilisations. Situated on the stunning Mediterranean coast, Cagliari is a city that tells the stories of ancient peoples and cultures that have intertwined over the millennia.

Cagliari is a highly popular cruise destination, welcoming visitors from all over the world with its charm and uniqueness. Its strategic location makes it an ideal stopover for travellers seeking unique attractions and memorable experiences.

Cagliari Cruise Port S.r.l. is situated in the western Mediterranean Sea and is capable of accommodating medium and large-sized ships as well as handling turnaround operations.

Cagliari Cruise Port S.r.l. is situated at the Molo Rinascita in the Port of Cagliari, a short distance from the city centre and a beautiful seafront promenade.

The port of Cagliari is a key location in the Mediterranean, capable of safely accommodating even the largest, latest-generation ships for transit and turnaround operations. Cruise ships berth at the terminal's quays (Molo Rinascita West, East and South), measuring 480m, 450m and 115m respectively, with a draught of 11m.

In undertaking its commitments, defining its strategies and planning its business activities, **Cagliari Cruise Port S.r.l.** assesses and analyses information provided by 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 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 main processes.

Cagliari Cruise Port 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 business growth and those hindering it are analysed.

When undertaking its commitments, defining its strategies and planning the relevant business activities, **Cagliari Cruise Port S.r.l.** assesses and analyses information received from the customer and from any other interested party, 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, **Cagliari Cruise Port 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 of 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 the voluntary environmental standards to which the **company, Cagliari Cruise Port S.r.l.**, has subscribed. The company 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.

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

Consequently, the Integrated System is based on an assessment of the organisational context and on a risk-based thinking approach, which enables the organisation to identify 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 relevant 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:

 CAGLIARI CRUISE PORT  Integrated System	INTEGRATED POLICY QUALITY – ENVIRONMENT <i>in accordance with UNI EN ISO 9001 and UNI EN ISO 14001</i>	Code PI_QA Page 3 of 4 Rev. 1 dated 15 January 2026
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OBJECTIVE	INDICATOR	MONITORING FREQUENCY
To provide 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 promote competence, awareness and participation of staff, 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 performs 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:** all assessments must be carried out 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 provisions 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;

- **CONTINUOUSLY IMPROVING THE SYSTEM:** Everyone plays an active part in enhancing quality and environmental performance by collaborating with senior 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 operations, management is committed to providing the resources necessary to ensure the quality of service delivered to the customer, including by keeping equipment and suppliers under control;

- **MONITORING THROUGH INTERNAL AUDITS:** during 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 organisational levels 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 targets.

Cagliari Cruise Port S.r.l. will foster a sense of responsibility regarding quality and environmental issues at all levels of its organisation, thereby increasing the motivation and engagement of all staff in the performance of their duties and, consequently, creating a healthy and conducive environment for trust, commitment, safety, transparency, growth and reliability.

Date: **15 January 2026**

Cagliari Cruise Port S.r.l.
Approved by the Terminal Manager (TG)