

# **SERVICE AGREEMENT**

**PUBLIC COASTAL SHIPPING SERVICES FOR CONNECTIONS  
TO THE ISLANDS OF THE TUSCAN ARCHIPELAGO**

## **PRM Appendix**

*Comprising 4 pages in addition to this cover*

contents:

assistance for persons with reduced mobility and training

## **Assistance for persons with reduced mobility and training**

### *Assistance at ports*

Assistance and measures necessary to allow persons with disabilities and reduced mobility to:

- communicate their arrival at a port and request assistance;
- go from the entrance to the check-in desk (if present) or ship;
- deal with the formalities of passenger and luggage registration, where necessary;
- go from the check-in desk (if present) to the ship;
- board the ship, using elevators, wheelchairs or any other specific forms of assistance necessary;
- go from the ship's door to their seat or sector;
- put away and retrieve luggage on board;
- go from their seat to the ship's door;
- disembark from the ship, using elevators, wheelchairs or any other specific forms of assistance necessary;
- collect luggage (if necessary);
- go from the luggage reclaim hall or from the disembarkation point to the designated exit;
- go to the toilet facilities if necessary.

When a person with reduced mobility is assisted by a companion, this person must, whenever required, be able to provide the necessary assistance at the port both for boarding and disembarkation.

Management of all necessary mobility equipment, including electrical wheelchairs.

Temporary replacement of damaged or lost mobility equipment, taking into account that it may not be possible to provide comparable equipment.

Assistance on land for authorised guide dogs, where appropriate.

Communication of information necessary for boarding and disembarkation operations in an accessible format.

### *Assistance on board ship*

Transport on the ship of authorised guide dogs, in compliance with Italian regulations.

In addition to medical apparatus, transport of a maximum of two items of mobility equipment per person with a disability or reduced mobility, including electric wheelchairs.

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Communication of essential information regarding the itinerary in an accessible format.

Making every reasonable effort to assign seats, when requested, that take into account the needs of the individual persons with a disability or reduced mobility, in compliance with safety requirements and subject to availability.

If necessary, assistance in accompanying persons to the toilet facilities.

Whenever a person with a disability or reduced mobility is assisted by a companion, Toremar will make every reasonable effort to assign to this person a seat near to the person with the disability or reduced mobility.

## **Training in disability issues**

### *Increasing disability awareness*

The training of staff who work in direct contact with the passengers regards the following aspects:

- making them aware of physical, sensory (hearing and sight), hidden or learning disabilities, and how to deal appropriately with passengers who are thus affected, including how to distinguish between the various abilities of persons with mobility, orientation or communication impairments;
- barriers encountered by persons with reduced mobility, including attitudinal, environmental/physical, and organisational barriers;
- authorised guide dogs, their role and needs;
- how to deal with unexpected situations;
- interpersonal skills and methods of communication with the hearing-impaired and deaf, the visually impaired, and those who suffer from speech or learning difficulties;
- general awareness of IMO regulations with regard to the design and management of passenger ships aimed at responding to the needs of the elderly and disabled;
- how to handle with care wheelchairs and other mobility aids, in order to avoid damage (for all staff involved in luggage handling).

### *Training focusing on disability assistance*

The training of staff who directly assist persons with reduced mobility regards the following aspects:

- how to help wheelchair users sit in the wheelchair and get up;
- how to provide assistance to persons with reduced mobility who travel with an authorised guide dog, including the role and needs of such animals;
- techniques for escorting blind and visually impaired passengers and for dealing with and transporting authorised guide dogs;
- knowledge of the types of equipment that may be used by persons with reduced mobility and how to use such equipment;
- use of the equipment for assisted boarding and disembarkation, and familiarity with suitable boarding and disembarkation assistance procedures that ensure the safety and dignity of persons with reduced mobility;

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- sufficient understanding of the need for reliable, professional assistance, and awareness of the fact that some passengers with disabilities may feel vulnerable during the journey due to their dependence on the assistance provided;
- knowledge of first aid techniques.