

ANNEX 02D

Transport policy

When developing an itinerary and tailor-made package, TFL Tours always considers price and comfort factors as also different modes of transportation to see which destinations are the closest and can be reached more easily from where our guests are staying and starting our service (an excursion/shore excursion, an event, a tour, a cooking class or a tasting).

Our portfolio of activities is based on an offer coming from the whole Italian territory, on its differentiation and on the inclusion and selection of the best available territorial activities, coming from local companies, in each destination and location chosen by our guests as their stay-destination during their trip and each port of call of the cruise lines we work with.

Within our offer, the choices regarding transportation, and therefore the connections between the activities during our excursions, are based on the criterion of the least possible displacement in relation to our clients' accommodations or location where their service starts.

Furthermore, in order to make the mobility of passengers on our tours more sustainable, TFL Tours often uses an intermodal transportation system that reduces the environmental impact of the trips included in a travel itinerary, while making travel more efficient and faster.

The mobility policy of TFL Tours therefore includes principled decisions based on proximity between accommodations/port of call locations and destinations and intermodality of means of transport, such as:

- always offering our customers activities and excursions on site or closer to their accommodations/port of call locations;
- applying the criterion of intermodality for our guests within our excursions that involve travel that cannot be done on foot. Passenger intermodality - i.e. the method of intermodal transfer that involves the alternation, integration and combination, within the same excursion, of different means of transport (e.g. bus and bike, or bus and walking/hiking tour or even boat and walking tour, bus and boat and train and walking tour), - is a form of mobility that achieves the optimization of time and cost of travel;
- always promote, propose and include the train as the preferred means of transport for travel and direct connections between major cities. Our company is also an official agent and has a contract with the main Italian railway operator, Trenitalia, that is renewed annually;
- always choose our collaborators for transport services on the basis of the principle of the excellence of the vehicles (cars, minivans and medium and large buses) which must be of the latest generation (where possible), and always overhauled, in accordance with the law. The companies of car and bus rental with driver working with us must also respect and offer to their drivers the best working conditions, respecting the law and the latest legislation in their contracts;
- always choose local transportation companies, whose fleet of vehicles and drivers must travel the shortest distance possible to perform the required service.

Arrival/Departure transfer from/to departure airport

Transfers to/from the airport are all done by car, minivan, boat (for short distances) or using the intermodality of these means of transport in conjunction with the train (for long distances) to/from the accommodation.

Local transport and vehicle efficiency

Our collaborators for transport services are always chosen on the principles of local supply and excellence of the transport means that must be of the latest generation (where possible), and always overhauled, in accordance with the law.

In this regard, the vehicles must belong to the environmental class Euro 6 and have the systems for the treatment of exhaust gases, such as the EGR valve and the SCR system, based on a special catalyst that, thanks to the contribution of the additive AdBlue, transforms exhaust gases first into ammonia, then into water vapor and nitrogen.

The reagent used by the system is a solution of 32.5% chemical urea and 67.5% deionized water. Officially it is called AUS32 (Aqueous urea solution 32.5%), but it is also available on the market under the name of AdBlue or Def (Diesel Exhaust Fluid).

The car and bus rental companies that work with us must also respect and offer their drivers the best working conditions, complying with the law and the latest regulations in their contracts.

Finally, the transport companies with which we collaborate are all local companies and the choice of whether to use one rather than another depends on the distance that vehicles and drivers must travel to perform the required service, which must be as short as possible.