

BOLOGNA AUTOSTAZIONE (BUS TERMINAL) BYLAWS

ARTICLE 1 - USE OF THE BOLOGNA AUTOSTAZIONE BUS TERMINAL

1. All carriers operating scheduled services for the carriage of persons falling within the competence of the Italian Ministry of Infrastructure and Transport, the Emilia-Romagna Region or the Metropolitan City of Bologna, in accordance with the authority granted under Italian Legislative Decree no. 422 of 19 November 1997, as amended, which have terminuses or transit in Bologna are required to refer to Bologna Autostazione, unless provided otherwise by the above mentioned competent authorities for services with special purposes and characteristics.
2. Subject to the priorities related to the performance of the service referred to in the first paragraph of this article, buses or other licenced means for the carriage of persons which are not scheduled services that have been authorised by Autostazione di Bologna S.r.l. can refer to the Bologna Autostazione.
3. Access to Bologna Autostazione Bus Terminal is guaranteed to all service operators/carriers operating scheduled and non-scheduled passenger transport services on a fair and non-discriminatory basis, both regarding access to bus stop bays and access to additional Bologna Autostazione services and infrastructures. In the event of difficulty in guaranteeing access due to capacity, operational or space availability issues, Autostazione di Bologna S.r.l. shall promptly notify service operators/carriers and provide the assistance necessary for mitigating any inconvenience.
4. Bologna Autostazione is open 24/7. Whenever exceptional events occur requiring opening hours to be reduced, Bologna Autostazione shall promptly notify users.
5. Bologna Autostazione provides bus drivers using the bus terminal with a waiting and rest room, with toilet facilities, open from 6.00

am to 8.00 pm and toilet facilities open 24/7.

ARTICLE 2 - TOLL CHARGES

1. Vehicle access to Bologna Autostazione bus terminal is subject to the payment of a charge, covering the use of the arrivals and departures forecourt, relevant passenger access to buses and services, excluding the use of the bus layover parking area (layover) and any other service whose payment is not included in the charge.
2. The charge payment is due for all arriving, departing or transiting service journeys (including additional journeys), whether they are scheduled services or not, regardless of any service cancellations. However, the charge is not due in the event that the service operator/carrier has notified Bologna Autostazione via certified Electronic Mail or, if not available, by e-mail of the relevant service cancellation, at least 12 hours before the scheduled time for arrival, departure or transit.
3. Bologna Autostazione determines the charges based on principles of fairness and non-discrimination of the service operators/carriers, taking into account the average times of use of bus bays (dwell time) by the vehicles operating in different market segments, efficient use of infrastructure capacity, services provided, as well as the company's net operating and investment costs.
4. Charges are reviewed annually by Bologna Autostazione, based on the variables indicated in the preceding paragraph, as well as based on changes in the ISTAT-FOI index (consumer prices for white and blue collar households) and also through special surveys conducted by independent companies on usage time of bus bays by vehicles (dwell time), with the aim of guaranteeing fair treatment to service operators/carriers. Any changes in the charges calculation variables are approved by the Bologna Autostazione General Assembly.
5. Charges are valid from 1 May to 30 April of each year.
6. Bologna Autostazione prepares and publishes, also on its website, charges and penalties for non-compliance with these bylaws.

ARTICLE 3 - TOURIST COACH SERVICES

1. Non-scheduled passenger services, specifically, tourist coach hire services with driver have access to the bus terminal, restricted to passenger embarkation/disembarkation, on application made to Bologna Autostazione, which is required to make the relevant terminus available, granting access based on the terminus operational needs and the organisational requirements of the other services.
2. Access to the parking area for tourist coach layovers is subject to space availability. Service operator/carrier applications are processed on a first-come, first-served basis.
3. The cost of tourist coach parking is approved by Bologna Autostazione General Assembly and published on the Bologna Autostazione website.

ARTICLE 4 - INFORMATION TO THE PUBLIC

1. For each scheduled service journey, Bologna Autostazione uses illuminated display panels located around the bus terminal to inform passengers of bus departure and arrival times, the number of the departure and arrival terminus, bus final destination or place of departure, as well as any other useful user information, in a clearly visible manner.
2. Service operators/carriers may display timetables and/or other information notices, subject to authorisation from Bologna Autostazione and only using the allotted spaces.
3. Bologna Autostazione provides service operators/carriers with the option of directly entering travel information via direct web access to the Autostazione information panels, after application to Autostazione and relevant web access approval.
4. Service providers/carriers are required to notify, either directly via web access to the timetable board or via Traffic Office operators, delayed services, for ensuring correct and updated information to the public and efficient operation of the bus terminal.

ARTICLE 5 - TICKETING SERVICE

1. Subject to Bologna Autostazione authorisation and adopting the

methods established by Bologna Autostazione, service operators/carriers may sell bus tickets to the public at the bus terminal.

2. The fees for the leasing of ticketing space to service operators/carriers and other parties selling tickets are established by Bologna Autostazione General Assembly and are based on fair and non-discriminatory treatment.

VEHICLE TRAFFIC RULES

ARTICLE 6 - BUS TERMINAL TRAFFIC REGULATIONS

1. Inside the bus terminal, all vehicles are required to comply with general and specific traffic regulations, as well as traffic signs.
2. In addition to buses, only vehicles authorised by Bologna Autostazione are allowed to transit within the bus terminal.
3. Entry, exit, transit and parking at the bus terminal are governed by provisions issued by Bologna Autostazione.
4. The departure and arrival terminuses are allocated to service operators/carriers by Bologna Autostazione via an automated system that manages incidents (delays and cancellations); moreover, the automatic vehicle routing system (vehicles are alerted by a luminous signal on entry) provides real-time information to the passenger information display panels.
5. Breaching traffic regulation provided under this article may lead to the adoption of penalties and vehicle removal at the expense of the offender.

ARTICLE 7 - MONITORING

1. Service providers/carriers are required to ensure full compliance with the bus timetables displayed to the public and are required to promptly notify the Bologna Autostazione Traffic Office of any delays, including by directly accessing to the timetable panels,

further, indicating the reasons for the such changes, for allowing prompt notification to passengers and adoption of any organisational measures which may be necessary.

2. Service providers/carriers shall have access to the allocated terminus via the driver display panels or directly from the Traffic Office, at the time set for departure, unless provided otherwise for good reason by Bologna Autostazione. Stopping at the terminus is allowed for the time strictly necessary for efficient embarking and disembarking of passengers and, in any case, it shall not exceed 6.5 minutes for provincial and regional services, 15 minutes for national services and 18 minutes for international services. It is expressly forbidden to embark or disembark passengers in areas other than the terminuses or arrival bus shelters.
3. Bologna Autostazione, using its own traffic control staff on the arrivals and departures forecourt, shall monitor compliance with such provisions. Whenever non-compliant and unexplained conduct by service operators/carriers is identified, Bologna Autostazione shall notify the parties concerned of such conduct in a specific breach report. The parties concerned may submit their reasons by and no later than 5 days from receipt of the breach report. Whenever the reasons submitted shall be deemed inadequate or they have been submitted after the prescribed term, Bologna Autostazione shall be entitled to adopt penalties, established by the Bologna Autostazione Board of Directors.

ARTICLE 8 - SERVICE OPERATOR/CARRIER RESPONSIBILITIES

1. Service providers/carriers are required to notify Bologna Autostazione in writing, giving adequate prior notice and in compliance with Bologna Autostazione procedures, all useful information regarding the operation of services, such as timetables and relevant changes, for allowing Bologna Autostazione to perform its obligations referred to under the preceding articles. Cancellation of bus journeys are required to be notified, in accordance with the terms referred to article 2(2) herein.

2. Service operators/carriers are required to use all Autostazione infrastructures, equipment and facilities (owned or under concession) with the utmost diligence and care. Service operators/carriers accessing the bus terminal shall be liable for any damage caused by their vehicles or by their staff. Any damage caused by carriers due to negligent and/or improper use of infrastructure, equipment and facilities is required to be repaired and/or compensated at the expense of the service operator/carrier with the value when new. The use of horns in the area is strictly prohibited, except for safety reasons and in any case in compliance with the Italian Highway Code (Codice della strada).
3. Bologna Autostazione shall not be liable for damage caused by third parties to vehicles parked or in transit at the bus terminal.
4. Cleaning and servicing of buses and other vehicles inside the bus terminal is prohibited, unless previously authorised by Bologna Autostazione.
5. Any form of advertising is prohibited at the bus terminal, unless previously authorised.

RULES FOR THE PUBLIC

ARTICLE 9 - ACCESS TO THE BUS TERMINAL

1. Access to the Bologna Autostazione walkways and platforms is restricted to passengers and any persons accompanying them, who are required to use the designated pedestrian crossings and to comply with relevant traffic light signals located on the forecourt.
2. Only service operator staff are permitted access to forecourts and bus lanes, restricted to the space strictly necessary for operations in the vicinity of the respective vehicles, in compliance with Bologna Autostazione regulations.
3. It is strictly forbidden for passengers to access the luggage loading and unloading area. Only service provider staff are authorised to access the bus lanes for loading and unloading luggage. Passengers

are required to wait on the platforms.

4. Bologna Autostazione authorises access to the forecourt to vehicles intended for transporting persons with reduced mobility who will be using the bus service.
5. Access to the Autostazione, except for the manoeuvring area, is also permitted to the public intending to access the commercial businesses at the bus terminal.
6. Bologna Autostazione shall not be held liable for damages (also in the event of accident claims involving service operators/carriers) or theft by third parties involving persons, property or vehicles parked or in transit at the bus terminal.
7. Bologna Autostazione shall be entitled to have any unauthorised vehicle removed, parked in any areas managed by Bologna Autostazione, with the offender liable for any charges and expenses.

ARTICLE 10 - OTHER BUSINESSES AND SERVICES

1. Bologna Autostazione promotes and welcomes the presence of businesses and services at the bus terminal, aimed at enhancing passenger reception.
2. For ensuring regular bus terminal services, each commercial business hosted at the bus terminal is required to conduct business exclusively inside the allotted premises, unless authorised in writing by Bologna Autostazione.
3. Bologna Autostazione provides a heated waiting room to passengers, duly cleaned and serviced, where there is also an arrivals and departures monitor for checking bus times.
4. Bologna Autostazione also provides manned pay toilet facilities for passengers.
5. Bologna Autostazione also provides and maintains the Guidance System for users with impaired vision.
6. Security at the Bus Terminal is ensured via:
 - CCTV surveillance.
 - Security service implemented in accordance with times and methods established by Bologna Autostazione.

7. It is forbidden to display and distribute notices, signs, advertising, propaganda and similar materials unless authorised by Bologna Autostazione; Bologna Autostazione is entitled to have such materials removed at the expense of the offenders.
8. Lost and found property at the Autostazione is required to be handed in to Bologna Autostazione, which, after holding such property for at least 24 hours following discovery, for recovery by rightful owners, will then hand it over to the Lost and Found Property Office of the Municipality of Bologna, except for documents which are handed over to Law Enforcement.
9. A complaints register is available to passengers. The complaints register contains all reports, complaints and observations that bus terminal users wish to make at their sole discretion, complainant details, any official reports made by such persons to competent authorities and any measures adopted regarding individual incidents.
10. Bologna Autostazione will notify the relevant parties against which a complaint has been made and will reply to the complainant in writing within 30 days.
11. Bologna Autostazione also offers service operators/carriers layover parking services, whose charges are determined by the Board of Directors.

BOLOGNA AUTOSTAZIONE ADDITIONAL OBLIGATIONS

ARTICLE 11 - STATUTORY RECORDS

1. Bologna Autostazione is required to keep and update the following registers: Autostazione register and general ledger and daily transit log.
2. The Bologna Autostazione register and general ledger is required to record all information impacting service operations, irregularities, incidents and breaches of regulations daily. The daily transit log is required to record the list of all charged journeys and the balance of all charges paid.

ARTICLE 12 - BOLOGNA AUTOSTAZIONE STAFF

1. Bologna Autostazione staff are required to act professionally and with decorum in the performance of their duties, ensuring maximum openness to the public for providing information and assistance.
2. Staff with inspection duties are required to wear a recognisable uniform and an identification badge showing the company logo, name or registration number and the person's duties.

ADDITIONAL RESPONSIBILITIES

ARTICLE 13 - CORPORATE GOVERNANCE ENDORSEMENT

1. Service operators/carriers acknowledge that Bologna Autostazione has adopted an organisation, management and control model, in accordance with Italian Legislative Decree no. 231 of 8 June 2001, which is published on the Autostazione website. Service operators/carriers represent that they have reviewed such model and that they shall ensure full compliance therewith.
2. Service operators/carriers shall adopt the Organisation, Management and Control Model principles and warrant to comply with its subject matter, rules and procedures and to refrain from any conduct falling within the meaning of the criminal offences listed under Italian Legislative Decree 231/2001, as amended.
3. Service operators/carriers acknowledge that Bologna Autostazione has adopted a Code of Ethics/Conduct and a Three-year Plan for Transparency and the Prevention of Corruption published on the corporate website and represent that they have reviewed such Code and that they shall ensure full compliance therewith.
4. Bologna Autostazione, in accordance with applicable national legislation and European General Data Protection Regulation 679/2016 ("GDPR") will process personal data in accordance with principles of correctness, lawfulness, transparency and protection of confidentiality. Data subjects' rights are displayed on a notice board located on the main concourse of the bus terminal.

5. The extended statutory information notice may be consulted on the Bologna Autostazione website:
<http://www.autostazionebo.it/page.aspx?id=26>
6. Service operator/carrier public data and those regarding lines and routes may be made available in the section "Transparent Company" of the Bologna Autostazione website.
7. Service operators/carriers accept these bylaws and all provisions contained therein.

CORPORATE GOVERNANCE

ARTICLE 14 - BYLAWS

1. These Bylaws were approved by the Municipality of Bologna under General record no. 93875/2019 and by the Metropolitan City of Bologna under resolution no. 12/2019 and have been duly incorporated into the Agreement between said parties and Autostazione di Bologna S.r.l. by reference.
2. Bologna Autostazione is required to provide all parties concerned with a copy of these Bylaws, as well as displaying them in clearly visible places at the bus terminal and on the corporate website.

ARTICLE 15 - MANAGEMENT CONTROL

1. The Metropolitan City and the Municipality of Bologna, through their own staff, ensure correct record keeping, in accordance with article 11 herein and, in general, with compliance with the provisions of these Bylaws.