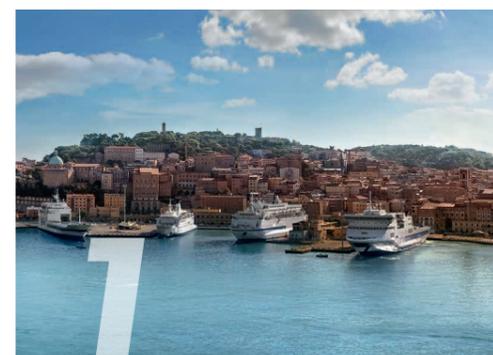




# A trail of emotions



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# The company

# ADRIA FERRIES

a trail of emotions

equipped with  
**ADVANCED SHIPS**



Adria Ferries has been offering a ferry service between Italy and Albania since 2004: with our modern fleet of RoPax vessels, we run a daily service between the Port of Durrës and the three major Italian commercial ports of **Trieste, Ancona and Bari**.

In the space of just a few years, we have become the market leader in the cargo and passenger sector on the line between Italy and Albania, contributing both to development of the market and to relations between the two countries.

The safety of our vessels, the professionalism of our crews and the quality of the services on board ensure that our passengers enjoy an extremely comfortable and relaxing journey.

## Mission

Guarantee our passengers **the professionalism, comfort and safety** that ensure they enjoy a perfect journey on our ferries.

## Vision

Offer our passengers **increasingly evolved, innovative and integrated services to enhance their travelling experience**, contributing to the growth and developments of relations, cultural exchanges and trade between countries.

360°  
quality

highly evolved  
**SERVICES**

# Business Unit

The company's core business has always been maritime transport. The activities of Adria Ferries satisfy the needs of both departing passengers and the numerous carriers who ship goods between Albania and Italy.



## 4.2 Million passengers



## 160,000 units

### PASSENGERS BU

Our ferry services between Italy and the "Land of the Eagle" have so far carried over 4.2 million passengers and more than 910,000 vehicles with them.

The Adria Ferries passenger sector has an efficient customer service to provide customers with constant assistance. It uses all the channels at its disposal to ensure a continuous service (call centres, social networks, WhatsApp).

Our passengers are accompanied from the moment they make the booking to when they arrive at their destination.

The department has a vast on-line and off-line sales network offering a wide range of services. The agents operate at national and international level in handling relations with travel agencies and the large web operators.

### CARGO BU

With our fleet of RoPax vessels, we are the market leader in cargo shipment on the line between Italy and Albania, with around 160,000 units carried over the last three years.

Thanks to its modern and highly technological units, assisted by the flexible cargo hold, Adria Ferries can satisfy any transport need and also offer the best solutions for project cargo and exceptional loads.

# The fleet

## AF MARINA

Length: 168 meters  
Cabins: 119 cabins  
Capacity: 639 people  
Garage: 1600 linear meters  
Speed: 18 knots



## AF CLAUDIA

Length: 186.49 meters  
Cabins: 76 cabins  
Capacity: 1000 people  
Garage: 2030 linear meters  
Speed: 23 knots



## AF FRANCESCA

Length: 148 meters  
Cabins: 296 cabins  
Capacity: 2100 people  
Garage: 850 linear meters  
Speed: 17.5 knots



## AF MICHELA

## AF MICHELA

Length: 186.5 meters  
Cabins: 78 cabins  
Capacity: 992 people  
Garage: 2040 linear meters  
Speed: 23 knots



# On-board services

We do not view passengers as simple customers, but as guests on board our vessels, and we offer them a range of quality services.

## Welcome on Board

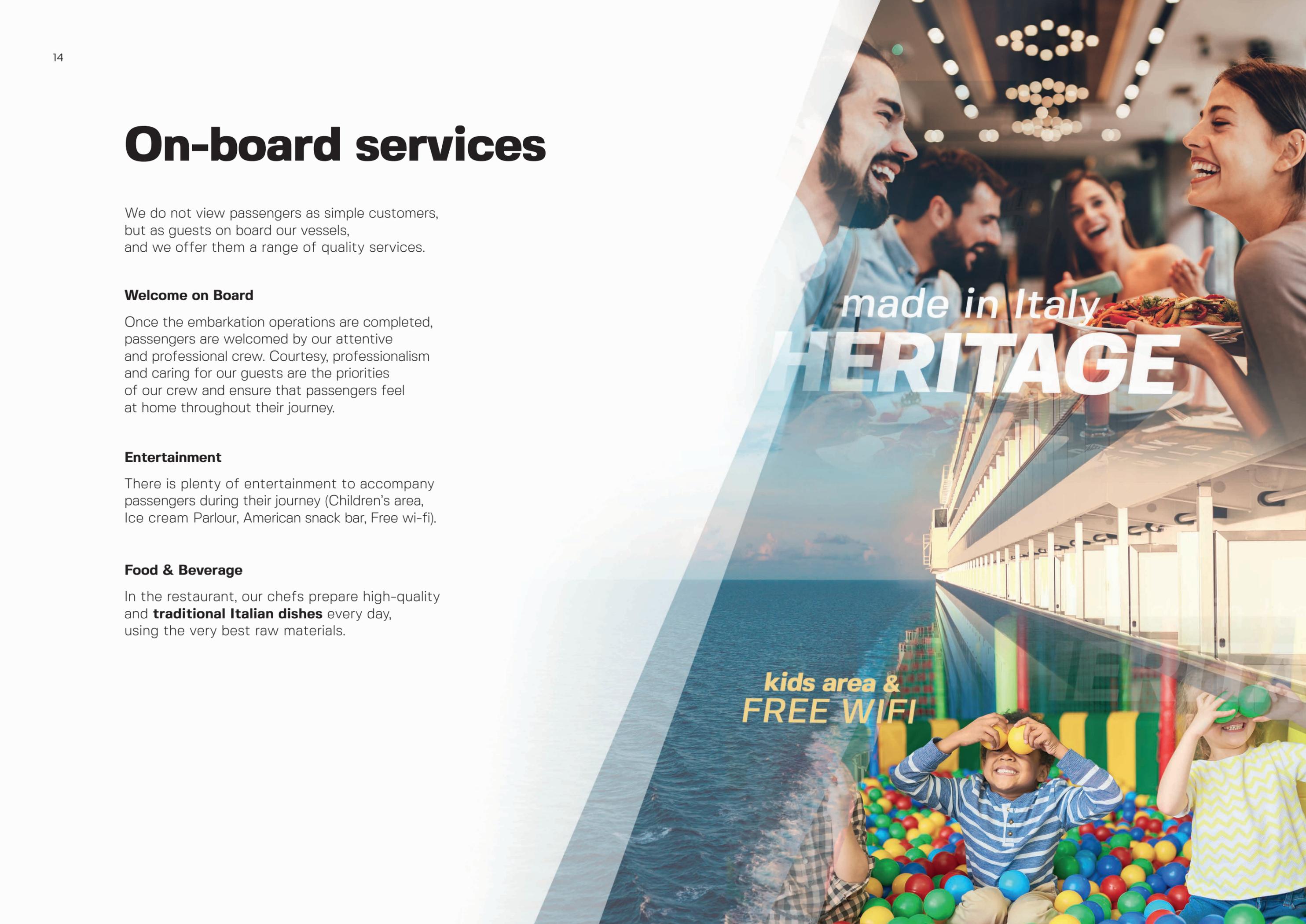
Once the embarkation operations are completed, passengers are welcomed by our attentive and professional crew. Courtesy, professionalism and caring for our guests are the priorities of our crew and ensure that passengers feel at home throughout their journey.

## Entertainment

There is plenty of entertainment to accompany passengers during their journey (Children's area, Ice cream Parlour, American snack bar, Free wi-fi).

## Food & Beverage

In the restaurant, our chefs prepare high-quality and **traditional Italian dishes** every day, using the very best raw materials.



*kids area &*  
**FREE WIFI**

*made in Italy*  
**HERITAGE**



**Values**



**safety  
ON BOARD**

*professionalism and*  
**EFFICIENCY**

## Safety

Guaranteeing the safety and protection of our passengers is a cornerstone of correct and responsible management of our business.

### **Safety on Board**

We adopt state-of-the-art procedures to guarantee compliance with regulations protecting passengers and crew members and work systematically to identify potential risks and improve safety constantly.

### **SMS Safety Management System**

We have a safety management system that goes beyond simple compliance with standards. The integrated approach adopted by our staff ensures perfect alignment between prevention, health, safety and environment.

### **Innovative Information Channels**

We invest in the development of innovative information instruments and systems that keep pace with trends in communication, such as the new Safety Video just produced by our company.

*innovative*  
**SOLUTIONS**

*respect for*  
**THE SEA**

# Sustainability

“In front of the sea happiness is a simple idea”

*Jean-Claude Izzo*

We adopt a business model based on sustainable development and on the creation of value for our customers and for the environment.

Our commitment goes beyond simple responsible management of resources and we work hard to protect them for future generations. In our research and development into innovative solutions and new services, we carry out a series of actions and projects designed to reduce the impact on the territory, on the destinations and on the sea.

Respect for the sea and its lifeforms is the focus of our company.

# twenty meter-long LEDWALL

## Innovation

We offer passengers increasingly innovative and integrated services to simplify and improve all stages of their travelling experience.

### State-of-the-art procedures and technologies

There are offices with qualified staff in the embarkation ports to assist our passengers in all check-in and embarkation procedures.

We have installed a ledwall over 20 metres in size in the offices at Ancona port, on which passengers can check departure status in real time.

This is the first time this state-of-the-art technology has been used in a port in Italy.

The activities at each office vary according to customer needs and the new ledwall guarantees automatic coordination for immediate check-in.

**REAL  
TIME  
updates**



The Adria Ferries check-in offices in Ancona are the only ones with a fast-track line and a counter for anyone with reduced mobility and the people accompanying them.



**The brand**

# A customer-oriented company

## Marketing Department

A Central Marketing Operations team has been created at the company to deal with market analysis, research and development and company management and organisation. Our approach is always focused on growth and integration of internal functions, to ensure Adria Ferries is always dynamic and efficient.

## Company synergy

The department works constantly to optimise synergies and relations between the various departments, in order to improve business efficiency as part of a shared mission and vision.

## The customer at the centre

The marketing department uses advanced analysis tools to analyse and interpret market tastes, needs and pain points, to ensure that we meet our customers needs and expectations before our competitors.

*focus on*

**GROWTH**



# BIG DATA analysis



The aim is to have systems that can process the information and provide output for our customers, with simple, effective and successful tools. For example, customers can use our new web-booking service to access the booking page of the website and complete the booking procedure with a few simple clicks, any time, anywhere and using any device.

**Big data, algorithms and artificial intelligence:**  
we invest in the essential assets for the future of our business.

## Social & Digital

At Adria Ferries, we are aware of the strategic and functional importance of digital platforms and technologies, so we invest in highly qualified resources for analysis and management of the big data on use of social networks and the Internet.



# European CHAMPIONS



## Sponsorship and events

### Sailing the high seas

The sea is our habitat and our mission, so we support those who turn their passion for the sea into a lifestyle. We sponsor the leading offshore sailing professionals in class J-70, currently the world's largest fleet.

One hundred and seventy crews took part in the world championship in Porto Cervo, in September 2017, including numerous Olympic champions, such as the young Petite Terrible team, sponsored by Adria Ferries. The team is the two times' European champion and was in the "top 5" in the world championships in San Francisco and in Costa Smeralda. It took second place in the 2017 Italian championships and went on to win them in 2018.

passion for  
**THE SEA**

# Our people

## Travelling together, in the same direction.

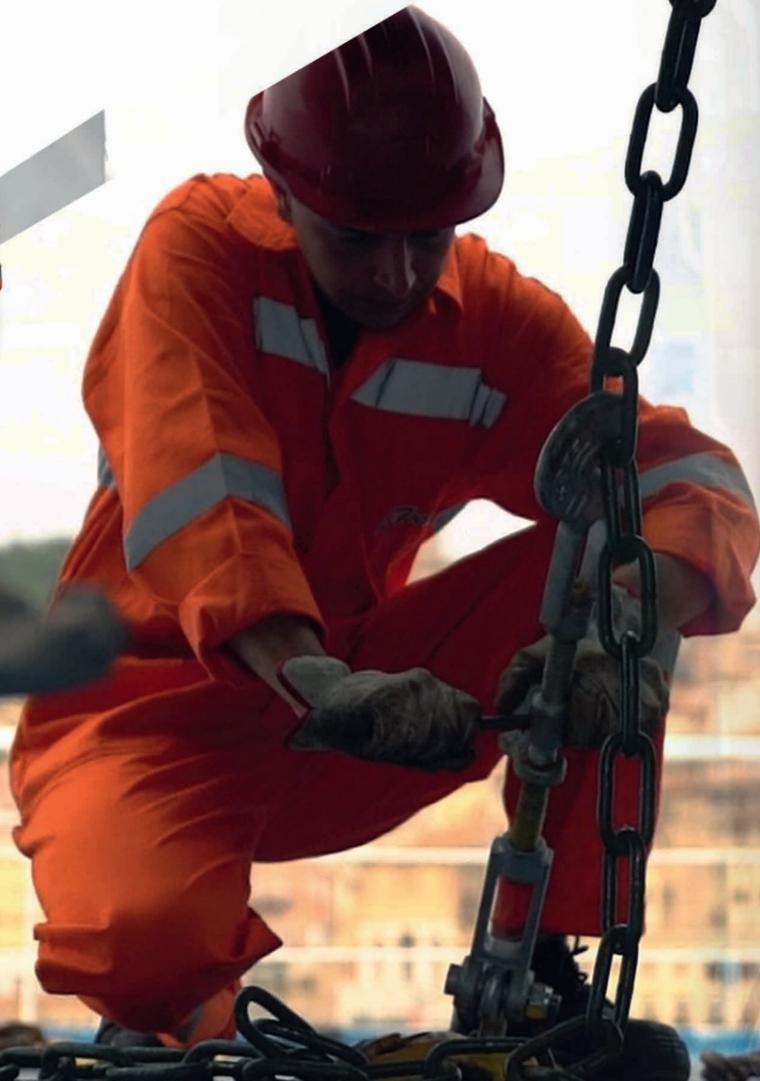
We always invest in our people and accompany them on a journey of professional and personal growth.

Our company is made up of people who are travelling together, cooperating with each other in a synergistic, integrated and responsible manner and pursuing the same objectives.

sailing  
**TOGETHER**



common  
**GOALS**







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