



FREE-FLOATING CAR SHARING

Service Charter

Comp.Reg.Bo.T.C.andVATno.01901501203•R.E.A.Bologna396699

OMNIBUS Soc. Cons. a.r.l.

Company subject to the management and coordination of TPER Spa, enrolled in the Companies' Register of Bologna, REA (Economic and Administrative Repertoire) no.BO - 498539, Tax Code 03182161202

Registered offices: Via di Saliceto, 3, 40128 Bologna

Certified e-mail: Corrente.carsharing@legalmail.it

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COMPANY PRESENTATION

OMNIBUS Soc. Cons. a.r.l. is a company whose corporate purpose is the provision of passenger transport services also through the associated management of Car sharing and the management of services related to mobility.

OMNIBUS is a limited liability consortium company, subject to the management and coordination of TPER Spa, which also groups together the private entities Cosepuri, Saca and Coerbus, which provide passenger transport services in the Bolognese catchment.

The free-floating car-sharing service called CORRENTE is a shared mobility service proposed by OMNIBUS Soc. Cons. a.r.l. and implemented with the operational contribution of some of its members including:

TPER S.p.A. - Trasporto Passeggeri Emilia Romagna (Emilia Romagna Passenger Transport) is the public transport company that provides urban services in the cities of Bologna, Ferrara and Imola and suburban services in the provinces of Bologna and Ferrara. The TPER group produces over 45 million kilometres a year, with more than 1,000 cars serving an area of 6,330 square kilometres and a catchment of over 1.3 million of residents only. TPER offers its experience to study and propose ad hoc solutions in the field of mobility management, promotes educational activities with schools and new services and information systems. TPER manages railway services on the Parma–Suzzara, Suzzara–Ferrara, Ferrara–Codigoro, Bologna–Portomaggiore, Modena– Sassuolo, Bologna–Casalecchio – Vignola, Reggio Emilia–Guastalla, Reggio Emilia–Sassuolo and Reggio Emilia–Ciano d’Enza, Portomaggiore–Dogato lines. TPER in partnership with Trenitalia won the tender for the management of regional rail transport. The property of TPER is divided among the Emilia Romagna region (46.13%), the Municipality of Bologna (30.11%), the Metropolitan City of Bologna (18.79%), Azienda Consorziale Trasporti ACT (3.06%), the Province of Ferrara (1.01%), the Municipality of Ferrara (0.65%) and with a share of 0.04% the Provinces of Mantua, Modena, Parma, Ravenna, Reggio Emilia and Rimini. TPER adopted a code of ethics that envisages a behaviour based on honesty, transparency and fairness and a supervisory body with autonomous powers of initiative and control. TPER is a company UNI EN ISO 9001, UNI EN ISO 14001 and OHSAS 18001 certified.

COSEPURI is a consortium of companies, founded in Bologna in 1972, which operates in the areas of passenger and goods transport and of tourism 24 hours a day - 365 days a year. The company has branches in Ferrara, Imola and Reggio Emilia. Through associated companies, it is also present in Milan, Florence and Rome and, thanks to a selected network of agents, operates throughout the country. The Bus Division manages local public transport services, both urban and suburban, in the Bologna and Ferrara catchments. COSEPURI is a UNI EN ISO 9001 and UNI EN ISO 14001 certified company and adopted a code of ethics and an Organisation and Management Model pursuant to Italian Legislative Decree 231/2001.

SACA is a cooperative founded in 1972 that has gradually specialised in car rental services with driver. At the beginning of the nineties, the cooperative started the activity of managing local transport service lines, which it carries out today in the provinces of Bologna, Modena, Reggio, La Spezia and in the whole area of Tiguillio. — SACA is a UNI EN ISO 9001 certified company.

CLASSIFICATION OF THE FREE-FLOATING CAR-SHARING SERVICE

According to the national and regional regulations in force, car sharing is a service regulated (and/or organised) by public administrations that allows the use of a rental car without a driver, upon reservation, by collecting and returning it subsequently, paying in proportion to the use made of it. This service is promoted as part of sustainable mobility policies to encourage the transformation of ownership of the means of transport into its use, so as to make it possible to give up ownership of the private individual or family car, but not the flexibility of one's mobility requirements.

As a result of the amendment of the regional legislation (LR 25/2017), car sharing is one of the mobility services complementary to regional and local public transport. This service is entrusted by local authorities in compliance with the rules and their planning tools.

At local level, in order to encourage and strengthen the so-called "sustainable mobility services" already mentioned in the current PGTU (Piano Generale del Traffico Urbano, General Urban Traffic Plan), the Guidelines for the drafting of the PUMS (Piano Urbano della Mobilità Sostenibile, Urban Plan for Sustainable Mobility), approved by the Metropolitan City and the Municipality of Bologna, as part of the strategy that provides for action to ensure better use of the car - safer and more environmentally friendly - envisage the adoption of actions and policies in favour of shared mobility (car sharing).

With the Council's resolution, the Municipality of Bologna PG 411563/16 decided the "Experimental establishment of an innovative non-scheduled free-floating car-sharing public transport service" and defined guidelines for the SRM Srl mobility agency to carry out the procedure.

The free-floating car-sharing service called CORRENTE is a commercial service that is provided by OMNIBUS under concession in compliance with contractual obligations and not as a service subject to compensation as required by the public notice issued by SRM on 4/3/2017 as amended and supplemented aimed at signing service contracts with operators active on the market for the provision of free-floating car sharing in the territory of Bologna. The contractual obligations include submitting the Rules for the use of the service and this Service Charter.

PRINCIPLES ON WHICH THE SERVICE CHARTER IS BASED

1. EQUALITY AND IMPARTIALITY

OMNIBUS guarantees access to its CORRENTE car-sharing service without any distinction in terms of nationality, sex, race, language, religion and opinions.

2. SERVICE CONTINUITY

The CORRENTE car sharing service is available 24 hours a day - 7 days a week, with no restrictions in terms of accessibility, except for service interruptions due to force majeure.

3. PARTICIPATION AND RELATIONS WITH USERS

OMNIBUS has always been attentive to the specific requirements of its Customers, also through the timely and professional activity of its Operations Centres, as well as through the creation, implementation and analysis of Customer Satisfaction surveys, aimed at analysing the observations and suggestions of users, implemented in the various communication channels that OMNIBUS makes available to its Customers according to their specific requirements, namely:

- CORRENTE Customer Service: 051 602 9993
- email supporto@corrente.bo.it
- Certified email: Corrente.carsharing@legalmail.it
- The website www.corrente.bo.it
- OMNIBUS S.car.l. – CORRENTE car-sharing service – Via di Saliceto 3- 40128 Bologna

4. EFFICIENCY AND EFFECTIVENESS

OMNIBUS is committed on a daily basis to take all necessary measures to offer a car-sharing service that increasingly - and better - meets the requirements of users, constantly and effectively improving processes and quality standards.

5. SUSTAINABILITY AND RESPECT FOR THE ENVIRONMENT

The service offered by OMNIBUS is proposed as part of sustainable mobility policies to encourage the transformation of ownership of the means of transport into its use, so as to allow citizens or businesses to give up the ownership of private, individual, family or business car, but not the flexibility of their mobility requirements.

OMNIBUS complies with the principles established by Italian and Community law in terms of environmental protection, adopting all necessary and useful measures in this regard and giving priority to the use of less polluting means of transport, technologies and fuels, thus contributing to the reduction of the causes of environmental pollution.

In confirmation of this, all the cars in the fleet used for the CORRENTE car-sharing service are electric cars. The use of electric cars helps to reduce urban pollution both in terms of air pollution and noise, and thus to improve the quality of the environment, quality of life in our cities and urban areas.

THE CAR-SHARING SERVICE

1. REGISTRATION AND RESERVATIONS

The registration to the CORRENTE car-sharing service can be made by natural persons, legal entities and Public Administration, which will assume the nature and contractual qualification of Customer.

An essential requirement for accessing the service by the driver duly registered with the service is the possession of a valid driving licence for the category of cars to be used, not suspended or without points.

The driver must also hold a title for payment as established in the Regulation of the CORRENTE service.

The registration to the CORRENTE service is made on the website www.corrente.bo.it where the customer will provide his/her personal data, data relating to the licence and valid credit card; then he/she will be asked to read and accept the "Regulations of the CORRENTE Service". At the end of the registration procedure, the Customer will receive the access credentials (username and password) through which he/she will access the Reserved Area of the website or by using the App.

The registered Customer can book/option a car through the website www.corrente.bo.it or using the App.

2. THE FLEET

The CORRENTE fleet consists only of electric cars; these are automatic cars.

3. OPERATING AREA OF THE SERVICE

S.C. cars specifically marked as "available" can be found in parking areas allowed on public areas, paying parking areas delimited by blue stripes and areas reserved for residents' parking except as provided for in point 4 below or in parking areas made available to the Provider within the operating area of the service, identified on the map accessible through the Portal, the Apps for smartphones. Also through the Portal or App for smartphones, the Customer can view on the map the available cars closest to his/her location or other address indicated.

The **Operating area of the service (or Release area)**: is the area in which the car-sharing service operates and within which the Customer may open and close the trip exclusively within the Areas Covered by the service.

4. SPECIAL ASPECTS OF TRAFFIC REGULATION IN THE MUNICIPALITY OF BOLOGNA

At the date of issue of this service charter, the regulation of urban traffic within the territory of the Municipality of Bologna allows shared cars to access restricted traffic areas (with specific exceptions for pedestrian areas), as well as free parking in toll booths, with some exceptions defined by the Municipality of Bologna.

Only cars with an all-electric motor are allowed to circulate along the lanes reserved within the territory of the Municipality of Bologna for free-floating car sharing.

This regulation does not depend on the choices of Omnibus and may be subject to change on the basis of decisions taken by the municipal administration that may issue orders to change the current rules on traffic control.

CUSTOMER PROTECTION

1. INSURANCE COVERAGE

The cars of the CORRENTE car sharing have a motor vehicle liability insurance as well as coverage of damage/fire/theft risks.

2. REPORTS AND COMPLAINTS

For any communication, the Customer can refer to:

- CORRENTE Customer Service: 051 602 9993
- email supporto@corrente.bo.it
- Certified email: corrente.carsharing@legalmail.it
- The website www.corrente.bo.it
- OMNIBUS S.cons. ar.l. – CORRENTE car-sharing service – Via di Saliceto 3- 40128 Bologna

The personal data of the Customer and/or Driver are collected and processed in full and absolute compliance with the provisions of Regulation (EU) 2016/679 on personal data protection.

OMNIBUS will record in digital mode any report and/or complaint; it will delve into the matter and verify the contents by carrying out special investigations and will then resolve the case by providing feedback to the Customer and adopting the necessary measures to correct - if necessary - any processes and/or actions.

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3. PROCEDURES FOR THE REIMBURSEMENT OF DAMAGES DUE TO INEFFICIENCY

OMNIBUS is Customer-focused and makes sure that the customer obtains maximum satisfaction from the use of the CORRENTE service.

Reimbursements from OMNIBUS may be possible if, after making the appropriate checks, anomalies are found in its service attributable to OMNIBUS or to third parties delegated by it.

The compensation will not be paid in all cases of inefficiency not arising from the liability and/or will of OMNIBUS, such as, for example, inefficiencies caused by third parties or occurred for reasons of force majeure, or in case of abstention of personnel from work due to strike, or in case of special traffic conditions, or in case of lack of coverage of data/telephone network not attributable to the company, etc.

Compensation provided for in the following cases:

Type of irregularity	In which situation? Who?	What conditions are required to claim compensation?	Method for submitting the claim and subsequent procedure	Amount of compensation/reimbursement
Failure to open the reserved car	Failure to open the car in the presence of a reservation attributable to OMNIBUS or the IT platform	Failure to open the car in the presence of a reservation	Written request (Within 1 month from receiving the claim), response to the customer by communicating the methods of payment of compensation	EUR 5 credit to be used in the CORRENTE car-sharing service
No response at the call centre	Call centre intervention request in case of failure to unlock/open the car	Making a call to the call centre without getting an answer within 10 minutes	Written request (Within 1 month from receiving the claim), response to the customer by communicating the methods of payment of compensation	EUR 5 credit to be used in the CORRENTE car-sharing service
Insufficient battery charge	Residual battery charge less than 5% for a car declared available	Notification to the call centre within 5 minutes from taking delivery of the car and distance made less than 200 meters	Written request (Within 1 month from receiving the claim), response to the customer by communicating the methods of payment of compensation	EUR 5 credit to be used in the CORRENTE car-sharing service
Change in the Operating Area of the City	Change in the operating area of the city that prevents the customer from taking advantage of a reservation already made Customer who has already made a reservation from an area which, following the change, is excluded from the operating area	Having previously made a reservation from an area that, following the change in the Operating Area, is no longer served	Written request (Within 1 month from receiving the claim), response to the customer by communicating the methods of payment of compensation	EUR 5 credit to be used in the CORRENTE car-sharing service
Failure to respond to the complaint within 30 days	OMNIBUS sends a response to a complaint lodged within more than 30 days from the date of receipt of the complaint or failure to send a response All complainants	Having complained to OMNIBUS by post or via the Internet (as evidenced by the incoming date of protocol/registration), by telephone (as evidenced by the date of receipt recorded by the operators of the Call Centre), with a request for a written reply. Omnibus sends (as evidenced by the incoming date of	Written request (Within 1 month from receiving the claim), response to the customer by communicating the methods of payment of compensation	EUR 5 credit to be used in the CORRENTE car-sharing service

		protocol/registration) a reply in more than 30 days		
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DESCRIPTION OF THE OFFERED QUALITY STANDARDS

1. RESULTS AND COMMITMENTS

For OMNIBUS, CORRENTE car sharing is an innovative offer, aimed at those who choose new forms of mobility that are cheaper, more functional and more respectful of the environment. A cutting-edge solution for mobility in the urban territory - but not only - useful and necessary to relieve traffic congestion, parking areas and thus help reduce harmful emissions, thanks also to the use of electric cars.

2. CUSTOMER SATISFACTION SURVEYS

OMNIBUS sends its customers special Customer Satisfaction questionnaires in order to measure the level of satisfaction of the service and therefore have the opportunity to offer its customers innovative services that are increasingly responsive to modern mobility requirements, also through the continuous improvement of the relevant quality standards.

The considered aspects of the service are set below:

Aspect of the service	VOTE (a scale from 1 to 10 of how satisfied the customer is)
Information on the CORRENTE service	
Ease and speed of registration to the service	
Ease of use of the reservation system through the website	
Kindness of call centre operators	
Ability of operators to give indications in case of need/emergency	
Ability of operators to adequately explain procedures	
Availability of CORRENTE cars	
Recognition / Ease of finding the CORRENTE car	
Car maintenance	
Car cleaning	
Size of the Operating Area of the City	
Car autonomy	
Car performance	
Comfort on the means of transport (easy access, air conditioning, low noise, etc.)	
Commitment to the respect for the environment	
Convenience/functionality of CORRENTE compared to other means of transport	
Intermodality of CORRENTE with other means of transport	
Methods of payment	

Adequacy of rates/total price	
Overall satisfaction of the CORRENTE service	

3. PUBLICATION AND DISTRIBUTION OF THE UPDATED SERVICE CHARTER

OMNIBUS will regularly update the CORRENTE Service Charter, the latest edition of which will always be available on the website www.corrente.bo.it.

In addition, it is always possible to request a paper copy from:

- CORRENTE Customer Service: 051 602 9993
- Email supporto@corrente.bo.it
- Certified email: corrente.carsharing@legalmail.it
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