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**WASTE RECEPTION AND HANDLING PLAN FOR THE
SPECIAL-PURPOSE PORT – NAUTICAL TOURISM PORT
ROVINJ**

July, 2025

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Pursuant to Articles 56, 56a and 58 of the Maritime Code (Official Gazette Nos. 181/04, 76/07, 146/08, 61/11, 56/13, 26/15, 17/19), Article 3(1)(7) of the Regulation on the Conditions to be Met by Ports (Official Gazette No. 110/04), Article 61(1) of the Regulation on the Conditions and Manner of Maintaining Order in Ports and in Other Parts of Internal Sea Waters and the Territorial Sea of the Republic of Croatia (Official Gazette No. 72/2021), Directive (EU) 2019/883 of the European Parliament and of the Council of 17 April 2019 on port reception facilities for the delivery of waste from ships, Directive 2010/65/EU of the European Parliament and of the Council of 20 October 2010 on reporting formalities for ships arriving in and/or departing from ports of the Member States, the MARPOL 73/78 Convention, as amended, and Article 39 of the Articles of Association of ACI d.d., the President of the Management Board of ACI d.d., Kristijan Pavić, hereby adopts, on 1 July 2025, the following:

WASTE RECEPTION AND HANDLING PLAN FOR THE AREA
SPECIAL-PURPOSE PORT – NAUTICAL TOURISM PORT ROVINJ

1. INTRODUCTION (GENERAL PROVISIONS)

The Waste Reception and Handling Plan (hereinafter: the Plan) for the area managed by ACI d.d. – special-purpose port – nautical tourism port Rovinj (hereinafter: ACI Marina ROVINJ) regulates the reception and handling of ship-generated waste and applies to all ships, regardless of the flag they fly, that call at and stay within the marina area, except warships and public-service ships.

The area managed by ACI Marina ROVINJ comprises land and sea area as specified in:

- Decision on the concession on maritime domain for the purpose of economic use of special-purpose port – port nautical tourism Rovinj adopted by the Government of the Republic of Croatia at its session held on 15. October 1998.,
- Decision amending the Decision on the concession on maritime domain for the purpose of economic use of special-purpose port – port nautical tourism Rovinj adopted by the Government of the Republic of Croatia at its session held on 28. November 2002.
- Maritime Domain Concession Agreement for the purpose of economic use of special-purpose port - port nautical tourism Rovinj, concluded on 10. November 1998.;
- Addendum No. 1 Maritime Domain Concession Agreement for the purpose of economic use of special-purpose port – port nautical tourism Rovinj concluded on 21. November 2002.,
- Addendum No. 2 Maritime Domain Concession Agreement for the purpose of economic use of special-purpose port – port nautical tourism Rovinj concluded on 08. November 2015..

The Plan regulates:

1. reception and handling of ship-generated waste;
2. the methods and procedures for managing accumulated ship-generated waste and cargo residues from ships entering the area of ACI Marina ROVINJ;
3. protection of the marina environment from discharge or disposal of ship-generated waste;
4. protection against pollution of the land area of ACI Marina ROVINJ;

All natural and legal persons using the port shall comply with the provisions of the Maritime Code (Official Gazette Nos. 118/04, 76/07, 146/08, 61/11, 56/13, 26/15 and 17/19) and the Port Regulations applicable to the nautical tourism port at ACI Marina ROVINJ.

The Plan has been prepared for the land and sea areas of ACI Marina ROVINJ in accordance with the Regulation on the Conditions and Manner of Maintaining Order in Ports and in Other Parts of Internal Sea Waters and the Territorial Sea of the Republic of Croatia (Official Gazette No. 72/2021) (hereinafter: the Regulation). Prior consultations were held with authorised port reception facility operators, port users, local competent authorities, authorised waste collectors and other interested persons and bodies:

- Metis d.d. Kukuljanovo,
- Komunalni servis Rovinj d.o.o. — MARPOL Annex V

Pursuant to Article 61(2) of the Regulation, ACI d.d. shall conduct ongoing consultations with competent local authorities, authorised waste collectors, port users and other interested persons and bodies. Notices and invitations to consultations shall be published on the official website.

The deadline for comments by interested members of the public is 15 on from the date of publication of the invitation on the official ACI d.d. website.

The final consultation shall be held no later than 31 January for the preceding year. Additional consultations shall be carried out before each revision or update of the Plan.

2. BASIC PORT INFORMATION

According to the classification of ports within the formal legal framework of the port system of the Republic of Croatia, ACI Marina ROVINJ is categorised as a special-purpose port – nautical tourism port.

ACI Marina ROVINJ is located in Rovinj. It is equipped with a main and secondary fixed concrete breakwater and four floating piers with a total length of 255 m, all equipped for vessel berthing. The marina has 192 sea berths and is open throughout the year.

The marina includes a reception office, sanitary facilities for boaters, a restaurant and commercial premises, including a service and repair workshop, a general store, vessel sales agencies, clothing shops, a wellness centre and a laundry.

3. MEANING OF GENERAL TERMS (DEFINITIONS)

For the purposes of this Regulation, the following terms shall have the following meanings:

- ship, other than a warship, means a ship, submarina, yacht, boat, fixed offshore object or floating object, unless otherwise provided;

- boat means a watercraft intended for navigation at sea, authorised to carry no more than 12 passengers, with a hull length greater than 2.5 metres and less than or equal to 15 metres, or with total propulsion power greater than 5 kW;

The term boat does not include:

- craft belonging to another maritime object for collection, rescue or work purposes;
- craft intended exclusively for competitions,
- canoes, kayaks, gondolas and pedal boats,
- windsurf boards and surfboards,

- ship length and the hull length of a yacht or boat mean the lengths determined by the Technical Rules;

- yacht means a watercraft for sport and leisure, whether used for personal purposes or commercial activity, with a hull length greater than 15 metres, intended for an extended stay at sea and authorised to carry, in addition to its crew, up to 12 passengers;

- public-service ship means a ship, other than a warship, intended and equipped for activities of general state interest, owned or operated by the state or another body authorised by the state (e.g. a police vessel, Harbour Master's Office vessel, Coast Guard vessel, etc.) and used exclusively for non-commercial purposes;

- user of a yacht or boat means a natural or legal person who holds the yacht or boat in possession as owner or under a lease or leasing agreement; unless proven otherwise, the user is presumed to be the person registered as owner in the register of ships. The provisions of this Code relating to the shipowner shall apply mutatis mutandis to the user of a yacht or boat;

- Harbour Master's Offices are regional units of the Ministry within the Directorate responsible for navigation safety;

- port area means the area of a seaport comprising one or more sea and land areas (port basins) used for port activities and managed by the port authority;

- port means a seaport, i.e. a sea area and directly connected land area with developed and undeveloped shorelines, breakwaters, equipment, installations and other facilities intended for berthing, anchoring and protection of ships, yachts and boats, embarkation and

disembarkation of passengers and goods, storage and other handling of goods, production, processing and finishing of goods, and other economic activities economically, transport-wise or technologically connected with such activities;

-Ministry means the ministry responsible for maritime affairs,

-watercraft means a maritime object intended for navigation at sea,

- floating object means a maritime object permanently moored or anchored at sea and not intended for navigation (e.g. floating dock, floating storage facility, floating restaurant, floating power plant, pontoon bridge, pontoon marina, etc.);

- maritime object means an object intended for navigation at sea (watercraft), an object permanently moored or anchored at sea (floating object), or an object wholly or partly embedded in or laid on the seabed (fixed offshore object);

- foreign yacht means a watercraft for sport and leisure that has foreign nationality and is considered a yacht under the regulations of the state whose nationality it holds;

- port managing body means ACI d.d., i.e. the concession holder;

- large passenger yacht means a yacht with a hull length of 24 metres or more, authorised to carry, in addition to its crew, more than 12 but no more than 36 passengers;

3.1. Meaning of waste-related terms – Regulation

For the purposes of this chapter of the Regulation, the following terms and expressions shall have the following meanings:

- ship-generated waste means all waste, including cargo residues, generated during the operation of a ship or during loading, unloading and cleaning activities and falling within the scope of Annexes I, II, IV, V and VI to the MARPOL Convention, as well as passively fished waste;

- frequent port calls means calls by a ship at the same port at least once every fourteen on;

- sufficient storage capacity means adequate capacity for storing waste on board from the time of departure until the next port of call, including waste likely to be generated during the voyage;

-GISIS is the Global Integrated Shipping Information System established by IMO,

-IMO is the International Maritime Organization,

- MARPOL Convention means the International Convention for the Prevention of Pollution from Ships, as amended;

-port reception facility means any facility which is fixed, floating or mobile and which is capable of providing a reception service for ship-generated waste,

- **special-purpose port means a seaport in special use, as defined by specific regulations governing maritime domain and seaports;**
- **treatment means waste recovery or disposal operations, including preparation prior to recovery or disposal;**
- **hazardous waste means waste and/or cargo residues falling within the scope of Annex II to the MARPOL Convention or possessing one or more hazardous properties defined by specific waste-management regulations;**
- **port reception facility operator means the port managing body or any legal or natural person to whom the port managing body, in accordance with specific regulations, has granted a concession to perform the registered port activity of waste reception in a port open to public traffic, or who performs such activities under a commercial agreement in a special-purpose port;**
- **sewage means sanitary wastewater falling within the scope of Annex IV to the MARPOL Convention;**
- **regular port calls means repeated voyages of the same ship forming a constant pattern between identified ports, or a series of voyages to and from the same port without intermediate calls;**
- **SafeSeaNet is the European Union maritime information exchange system established in accordance with Directive 2002/59/EC, as amended, and Directive 2010/65/EU;**

3.2. Meaning of waste-related terms – Land-based waste

Pursuant to the Waste Management Act (Official Gazette No. 84/2021), all terms referred to in Article 4 that relate to waste or clarify waste-related terminology shall apply for the purposes of the Regulation. Pursuant to Article 24 of the same Act, a waste holder delivering a consignment of waste shall provide the person receiving the waste with a completed written or electronic Waste Consignment Note containing information on the waste and the persons involved in its management.

3.2.1. **Plastics** – a solid material containing as an essential ingredient one or more high-molecular-mass polymers that are formed either during polymer manufacture or by processing into a finished product using heat and/or pressure. Plastics have material properties ranging from hard and brittle to soft and elastic. For the purposes of this Annex, “all plastics” means all garbage that consists of or includes plastic in any form, including synthetic ropes, synthetic fishing nets, plastic garbage bags and incinerator ashes from plastic products.

3.2.2. **Food waste** – spoiled or unspoiled food substances, including fruit, vegetables, dairy products, poultry, meat products and food scraps generated on board.

3.2.3. **Domestic waste** – all types of waste not specifically defined in the other Annexes to this part of the Rules and generated in crew and passenger accommodation spaces on board. Domestic waste does not include grey water as defined in Annex V to these Rules.

3.2.4. Cooking oil – any type of edible oil or animal fat used or intended to be used for the preparation or cooking of food, but excluding the food itself that is prepared using such oil.

3.2.5. Operational waste – all solid waste (including emulsions) not defined by the other Annexes to this part of the Rules and generated during normal maintenance or operation of a ship or used for cargo stowage or handling. Operational waste also includes cleaning agents and additives contained in cargo-hold and deck wash water. Operational waste does not include grey water as defined in Annex V to these Rules, oily bilge water as defined in Annex II to these Rules, or other similar discharges essential to the operation of a ship.

3.2.6. E-waste – electronic waste, e.g. electronic circuit boards, devices, instruments, equipment, computers, printer toner cartridges, etc.

4. WASTE MANAGEMENT FROM VESSELS

Waste from ships in the area of ACI Marina ROVINJ shall be handled in a manner that does not endanger human health and that avoids:

- a) endangering flora and fauna,
- b) pollution of water, sea, soil and air,
- c) uncontrolled disposal and incineration,
- d) explosion or fire,
- e) noise and unpleasant odours,
- f) occurrence and reproduction of harmful animal and plant organisms, and development of pathogenic microorganisms,
- g) disturbance of public order and peace.

In the area of ACI Marina ROVINJ, the discharge into the sea of oily or polluted waters, waste oil, and any other oily or solid materials is strictly prohibited.

The objectives of ship-generated waste management are:

- a) selective collection and separation of waste for secondary recovery,
- b) controlled disposal of waste,
- c) prevention of irresponsible waste management,
- d) education on waste handling,
- e) unnecessary delay to the ship during waste reception;

Waste management in the area managed by ACI Marina ROVINJ is carried out in accordance with this Plan and other applicable regulations of the Republic of Croatia. The method of managing waste from ships is described in Chapter 9 of this Plan.

ACI d.d. informs the public through its official website about waste management in the area under its management.

5. ASSESSMENT OF THE NEED FOR PORT RECEPTION FACILITIES IN ACCORDANCE WITH THE MARPOL CONVENTION

The person responsible at ACI Marina ROVINJ provided the drafter of the Plan with data on the types and quantities of waste that were separately collected and disposed of in 2021 in the area of ACI Marina ROVINJ and reported to the Ministry of the Sea, Transport and Infrastructure.

Types and quantities of separated waste – Table 1 (list of ship-generated waste normally collected by the port per year).

MARPOL Annex	Unit of measurement	Waste type	Quantity	Capacity
Annex I				
Waste oils	t	Other engine, gear and lubricating oils 13 02 08*	0,25	1*500 l
Oily waste	t	Absorbents, filter materials, wiping cloths and protective clothing contaminated by hazardous substances 15 02 02*	0,1	1*500 l
Filters	t	Oily filters 16 01 07*	0,2	1*500 l
Annex V				
Other Category A	kg	Plastics	0,5	2*1000 l
Other Category C	kg	Paper and cardboard packaging	0,7	2*1000 l
Other Category C	kg	Metal packaging	0,2	2*1000 l
Other Category C	kg	Glass packaging	5,2	2*1000 l

The table shows the quantity of waste generated by marina operations and the required capacity of the port reception facilities.

The available capacities of the existing reception facilities shown in the table above fully meet port users' waste-collection requirements. If, during the planned three-year period (2022–2025), a need arises to increase reception capacity, ACI d.d. shall implement the required increase for ACI Marina ROVINJ through its own investments.

6. PORT WASTE RECEPTION FACILITIES – DESCRIPTION, TYPE AND CAPACITY

Waste collection in the area of ACI Marina ROVINJ is carried out by specialised companies that have concluded business and technical cooperation agreements with ACI d.d. for the performance of this activity and have suitable waste-collection vehicles. Waste may be collected by land using specialised trucks and tankers of various capacities and purposes.

Operater port facility: municipal servis Rovinj d.o.o.

Komunalni servis Rovinj d.o.o. — MARPOL Annex V MARPOL Annex V	
Location of port reception facilities	Containers for collection of various hazardous and non-hazardous waste
Working hours collection ship-generated waste	24 hours
List of ship-generated waste normally collected by the port reception facility operator and services provided	(C) Mixed municipal waste, (A) Plastics, (C)paper and cardboard packaging, (C)metal packaging, (C)glass packaging, (C)paper and cardboard,
Contact details of port reception facility operators providing services	Trg on lokvi 3, 52 210 Rovinj, 052/813-230, samant.baric@rovinj.hr
Description of procedures for delivery of ship-generated waste	The operator'with staff receive separated waste from the vessel into containers marked on the map (Annex IV).
Description of the cost recovery system	The work is carried out by 3 employees

Operater port facility: Metis d.d. Kukuljanovo

Metis d.d. MARPOL Annex I, IV, V	
Location of port reception facilities	The reception facility is mobile because it is not permanently located in the port. Reception is carried out using one or more tankers; reception may also be carried out by vessel (eco-vessel), but only for quantities up to 4.5 m ³ . For liquid waste: Scania ST 181 UP vacuum tanker, 13 m ³ ; Volvo ST 2043 M vacuum tanker, 6 m ³ ; MAN ST 149 RK vacuum tanker, 6 m ³ ; ST 1915 vacuum semi-trailer tanker. For solid waste: cargo trucks with payload capacities of 14 t, 14 t, 6 t, 4.5 t and 1.5 t. For liquid waste: Vacuum tanker truck Scania ST 181 UP,

	13 m ³ ; vacuum tanker truck Volvo ST 2043 M, 6 m ³ ; vacuum tanker truck MAN ST 149 RK, 6 m ³ ; vacuum tank semi-trailer ST 1915. For solid waste cargo trucks with payload capacities of 14t, 14t, 6t, 4,5t and 1,5 tonnes.
Working hours collection ship-generated waste	0-24h with the note that night-time operations are avoided for safety reasons.
List of ship-generated waste normally collected by the concession holder and services provided	See Table 1, Annex VI
Contact details of port reception facility operators providing services	099/730-2339 Cleo Večerina cleo.vecerina@metis.hr
Description of procedures for delivery of ship-generated waste	Upon waste reception, the port user is issued a receipt – a bilingual document stating the MARPOL category and quantity of waste
Waste transport authorisation	METIS d.d. is entered in the Register of Waste Carriers of Primorje-Gorski Kotar County under registration number PRV – 149 and is authorised to transport hazardous, non-hazardous and municipal waste.
Dozvola zamaagement waste	Class: UP/I 351-02/16-11/44; Reference No.: 517-03-2-1-19-14 Zagreb, 19 March 2019 (hazardous waste) Class: UP/I-351-01/21-09/7; Reference No.: 2170/1-03-08/2-21-16 Rijeka, 22 July 2021 (non-hazardous waste)
Final destination of waste	In the Waste Management Study, which forms an integral part of its Waste Management Permit, METIS d.d. defined the disposal and recovery methods for individual types of waste generated under MARPOL Annexes I and V. Waste under MARPOL Annex IV is disposed of in accordance with the concession arrangement with an authorised sewage disposal company.

7. ENVIRONMENTAL MANAGEMENT SYSTEM

The port reception facility operator shall align all procedures (waste reception, collection, storage and treatment) with the environmental management system.

The port managing body shall ensure implementation of an environmental management system in accordance with HRN EN ISO 14001:2015 for environmental management and ISO 9001:2015 for quality management, or in accordance with Regulation (EC) No 1221/2009 of the European Parliament and of the Council of 25 November 2009 on the voluntary participation by organisations in a Community eco-management and audit scheme (EMAS) (OJ L 342, 22.12.2009, p. 1), or the Regulation of the Government of the Republic of Croatia on voluntary participation by organisations in the eco-management and audit scheme (EMAS), Official Gazette No. 77/2014.

The port reception facility operator for ship-generated waste shall comply with the requirements of the Plan, in particular the procedures for reception, collection, storage and treatment of ship-generated waste referred to in paragraph 1.

8. RECEPTION AND COLLECTION PROCEDURE BY TYPE OF SHIP-GENERATED WASTE

A detailed description of the reception and collection procedures by type of ship-generated waste, reflecting the actual needs of port users, and treatment by authorised companies: Metis d.o.o.

The method, quantity and transport of waste collected from ships that normally call at ACI Marina ROVINJ depend on the waste category, the required collection frequency and the waste reception location.

8.1. Oily liquid and solid waste (Regulation 38 Annex I consolidated MARPOL 73/78 Convention)

Reception of oily waste from ships shall be carried out in accordance with Regulation 38 of Annex I to the consolidated MARPOL 73/78 Convention.

Method of receiving oily residues and oily waters

Upon arrival of a ship, marina staff shall receive oily liquid waste (oil residues and oily water) from the ship using stationary vacuum pumps. The oily water is then conveyed to a separator and, after separation, discharged into the marina's internal sewerage system and subsequently into the public sewerage system of the City of Rovinj.

Brodske pumpe

Ship discharge pumps for oily waste must support a transfer capacity of at least 6 m³/h. During pumping, oily waste liquids must be heated to a temperature of at least 60 °C.

Chemical-physical analysis and treatment

After physico-chemical analysis, oily wastewater is collected by specialised road tankers. Oily water and various oily waste collected from ships are transported for chemical-physical and thermal treatment by authorised waste treatment operators.

solid oily waste must be suitably packaged in labelled bags or non-returnable receptacles/containers.

8.2. Waste reception vehicles

Waste reception from ships in ports, at the request of a port user, is carried out using appropriate transport vehicles (tanker trucks). Depending on the requirements of the port or port user, the maximum daily reception quantity is up to 100 m³ for liquid waste and 50 m³ for solid waste. Packaged solid waste (drums) is transported by trucks holding an ADR licence.

8.3. Hazardous waste (Annexes I, II, III, IV, V and VI to the MARPOL 73/78 Convention)

Disposal of various types of hazardous waste not listed in this Plan is possible by prior arrangement with the selected port reception facility operator. Hazardous waste is transported for treatment to operators authorised for that type of waste.

8.4. Sewage (Annex IV to the MARPOL 73/78 Convention)

Sewage is collected by vacuum pumps and then conveyed into the public sewerage system of the town of Rovinj, i.e. to the central municipal wastewater treatment plant for treatment of sanitary sewage. – ANNEX II

8.5. plastics (Annex V MARPOL 73/78 Convention - category A)

Upon arrival of a ship, port reception facility operators shall receive plastics separately in specialised containers intended exclusively for plastics and transport them for recycling separately from other waste categories.

8.6. Food waste (Annex V to the MARPOL 73/78 Convention – Category B)

The ship must not dispose of such waste together with municipal waste; it must be kept separate and delivered for disposal and safe removal to an authorised port reception facility operator for that waste category.

8.6. Domestic waste (Annex V to the MARPOL 73/78 Convention – Category C)

Upon arrival of a ship, port reception facility operators shall receive domestic waste separately in specialised containers intended exclusively for that waste. This waste category is placed in 1 m³ containers, which are subsequently emptied using specialised waste collection vehicles.

8.7. Operational waste (Annex V MARPOL 73/78 Convention - category F)

Operational waste, including solid oily waste, must be suitably packaged in labelled bags or non-returnable receptacles/containers. It is received by the port reception facility operator in specialised containers, separately from other waste categories.

9. delivery ship-generated waste

The authorised port reception facility operator shall accept both separated and mixed waste from ships falling within the scope of the MARPOL Convention and ensure its sorting, separate collection, storage and treatment in accordance with waste-management regulations.

The master of a ship calling at the special-purpose port – nautical tourism port Rovinj shall, before departure, deliver all waste to the authorised port reception facility operator for ship-generated waste in accordance with this Plan.

After delivery of ship-generated waste by the ship's master, port reception facility operator at ACI Marina Rovinj, shall complete and certify the "Waste Delivery Receipt" form a copy of which shall be issued to the ship's master without delay. The Receipt shall state the quantity and type of waste, the contents of which are shown in Annex I, and provides information on the quantity and type of waste transferred between the ship's master and the port reception facility operator.

The Waste Delivery Receipt must be kept available on board for at least two years, while the authorised port reception facility operator shall retain a copy for at least three years from the date of issue.

Information on the types of waste normally accepted by the port, the availability of adequate port reception facilities at ACI Marina ROVINJ and the cost structure shall be made publicly available by the port managing body to port users on the ACI d.d. website and on the notice board of ACI Marina ROVINJ in Croatian and English.

By taking over waste from ships into the port reception facility, the waste operator becomes the waste holder.

When receiving waste, the port reception facility operator (waste holder) shall, pursuant to Articles 19, 20 and 21 of the Waste Management Act (Official Gazette No. 81/2020), classify the waste, test it and ensure its treatment. When carrying out these procedures, the waste holder shall use the services of persons authorised for the relevant waste-management operations.

When handling or delivering waste, the waste holder shall prepare a Waste Consignment Note.

A Waste Consignment Note which, together with the appropriate annex, contains the information prescribed by road-transport regulations may be regarded as a freight consignment note where the cargo transported by road is waste. The Waste Consignment Note form is provided in Annex II.

The port reception facility operator (waste holder) shall store waste at a designated location and align all procedures (waste reception, collection, storage and treatment) with the environmental management system in accordance with HRN EN ISO 14001.

10. PRESENTATION AND CALCULATION OF THE ACTUAL COSTS OF RECEPTION OF WASTE DELIVERED BY SHIPS

Port reception facility operators shall report to ACI d.d. once a year on the quantities of waste generated in the special-purpose port – nautical tourism port Rovinj through their own activities and through the reception of waste into port reception facilities. On the basis of these data, the port managing body shall calculate the annual costs of waste reception, collection and treatment, process and present them, and submit them to the competent Ministry.

Within 30 days after the end of each calendar year, operators shall submit to ACI d.d. a completed table (Annex III) showing quantities and costs for the previous year. Operators shall also submit to ACI d.d. the waste-generation form for the area of ACI Marina ROVINJ covered by the relevant agreement. For the purposes of the ISO 14001 system implemented by ACI d.d., annual quantities must be reported to the Environmental Pollution Register.

11. WRITTEN INSTRUCTIONS

The port reception facility operator shall prepare Written Instructions for workers setting out the waste reception procedure, the waste flow through to final disposal and all reporting procedures.

12. complaints user

ACI d.d. shall establish a Port Committee to decide on port user complaints relating to:

- matters subject to consultation that the port managing body is required to conduct when preparing the Plan;
- adequacy and maintenance of port reception facilities.
- operating costs of port facility and provision of requested or provided services, and amount of port waste reception fees or basis on which they are calculated.
- compensation for damage caused by unnecessary delay associated with the delivery or reception of ship-generated waste;
- other matters related to port operations concerning the management of waste from ships at ACI Marina ROVINJ.

Port users may submit complaints regarding the inadequacy of port reception facilities using the form “Inadequacy of Port Reception Facilities for Waste from Ships” (Annex V).

Complaints shall be submitted to the Committee in writing, by post or e-mail.

The form “Inadequacy of Port Reception Facilities for Waste from Ships” is a documented procedure within the ISO 14001 environmental management system implemented by ACI d.d. Complaints that the person responsible for implementation of this Plan can resolve with the port reception facility operators within five days shall be treated and recorded as minor non-conformities. Complaints that cannot be resolved with the operators by the person responsible for implementation of this Plan shall be treated as major non-conformities and submitted to the Port Committee.

Each year, by 31 January of the current year, the Port Committee shall submit to the Ministry and ACI d.d. a report on its work for the previous year, including information on all port user complaints received and the action taken in respect of them.

13. DESCRIPTION OF THE FEE SYSTEM

Pursuant to Article 69(2) and Article 77(3) and (4) of the Regulation on the Conditions and Manner of Maintaining Order in Ports and in Other Parts of Internal Sea Waters and the Territorial Sea of the Republic of Croatia, boats and yachts with a concluded nautical berth agreement pay an indirect waste reception fee regardless of actual delivery of waste, at a flat rate equal to 1% of the fee charged by the port under the berth agreement. Boats and yachts in transit pay an indirect waste reception fee upon entering a port other than the port in which they have a contracted municipal or nautical berth, including the mooring areas and anchorages of such ports, regardless of actual delivery of waste, at a flat rate equal to 1% of the berth price.

14. IDENTIFICATION OF PERSONS OR PERSON RESPONSIBLE FOR IMPLEMENTATION OF THE PLAN

ACI Marina ROVINJ is responsible for implementation of this Plan.

The persons responsible for implementation of this Plan are:

1. The person responsible for implementation and enforcement of this Plan is the Director of ACI Marina ROVINJ.

15. FINAL PROVISIONS

In accordance with international regulations:

- 15.1 Before leaving the port, the master of the ship shall deliver all ship-generated waste to a port reception facility;
- 15.2 Navigation-safety inspectors of the ministry responsible for maritime affairs may, within the scope of their powers, order ships to deliver ship-generated waste before leaving the port if it is established that they do not comply with the provisions of this Plan.
- 15.3 Inspection supervision of compliance with the provisions of this Plan, protection of the sea against pollution from vessels, navigation-safety regulations and marina environmental-protection rules adopted pursuant to this Plan shall be carried out by navigation-safety inspectors and other authorised officials of the ministry responsible for maritime affairs and by the competent Harbour Master's Office.
- 15.4 This Plan is approved and certified by Harbour Master's Office Pula for a period of 3 years.
- 15.5 In the event of significant changes in the port area, the Plan shall be aligned with the changes and submitted to the competent Harbour Master's Office for review and approval within eight on from the date such changes occur
- 15.6 This Plan shall enter into force on the date of certification by the competent Harbour Master's Office.

16. LIST OF ANNEXES

1. Form: "Waste Delivery Receipt" - Annex I
2. Form: "Record of Sewage Reception" - Annex II
3. Form: "Waste Types, Quantities and Costs" - Annex III
4. Port area plan with locations of port reception facilities – Annex - IV
5. Form: "Inadequacy of Port Reception Facilities for Waste from Ships" – Annex V
6. Form: "Basis for Calculation of the Indirect Fee" – Annex VI

ACI d. d.

President of the Management Board

Kristijan Pavić